
**APPLICATION OF TAPPING BOX TO TAXPAYERS' HOTELS FOR OPTIMIZATION
REGIONAL ORIGINAL INCOME IN BANDA ACEH CITY**

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ABSTRACT

In the current era of the industrial revolution, technology-based tax management is a new breakthrough for recording tax payments by taxpayers. Collecting taxes conventionally can lead to opportunities to misappropriate the amount of tax revenue. In this research, the problems raised are: 1. How to implement the installation of Tapping Boxes for hotel taxpayers in Banda Aceh City. 2. How to optimize the increase in local revenue after implementing the installation of tapping boxes for hotel taxpayers in Banda Aceh City. 3. What are the factors inhibiting the installation of Tapping Boxes in hotels in Banda Aceh City. The research method used is empirical jurisdic research with a sociological approach with research specifications that are descriptive analysis. This research uses primary and secondary data as the main research material, which was obtained through interviews, observations and documents. The data obtained will be analyzed normatively qualitatively. Research results: 1. Implementation of the installation of Tapping Boxes for hotel taxpayers in Banda Aceh City has only progressed to 30% of the target. The Tapping Box installation is in collaboration with Bank Aceh Syariah in its implementation. The Tapping Box system is connected to the financial inspector agency of Banda Aceh City system which can be directly connected to the devices and payment systems owned by taxpayers as a basis for calculating tax assessments or audits. 2. Optimizing Local Original Income for the use of tapping boxes among hotel taxpayers in Banda Aceh City by expanding the tax revenue base through socializing the use of tapping boxes, strengthening the collection process and strengthening supervision through collaboration with all parties including stakeholders and others. 3. The Tapping Box installation is in collaboration with Bank Aceh Syariah in its implementation. The Tapping Box system is connected to the financial inspector agency of Banda Aceh City system which can be directly connected to the devices and payment systems owned by taxpayers as a basis for calculating tax assessments or audits. 2. The obstacles that occurred were due to uncooperative taxpayers, workers from the City Financial

Management Agency, interference with the Tapping Box device and internet network. Municipal Financial Management Agency efforts to overcome obstacles are by communicating again with Tapping Box equipment technicians, socializing and providing rewards to taxpayers. Suggestion: It is hoped that the Banda Aceh City Government can increase outreach to Taxpayers on the use of tapping boxes to maximize local tax potential so that they can contribute to Banda Aceh City's Original Regional Income.

Keywords: Tapping Box, Taxpayers, Optimization of Original Regional Income.

1. INTRODUCTION

In order to ensure that fund revenues can come from within the country, the Indonesian government is making various efforts to increase state revenues which will later become a source of funds for carrying out national development. This is contained in Law Number 14 of 2015 concerning the State Revenue and Expenditure Budget created by the government and the House of Representatives, there are 3 sources of State revenue, namely: 1) Revenue from the Tax sector; 2) Revenue from the Non-Tax sector; and 3) Acceptance of Grants. Regional government innovation is an obligation in efforts to prosper and prosper citizens and the region itself. The existence of innovation is very necessary in managing regional government revenues. Revenue from the tax sector is the main source of increasing the amount of original regional income Utilization of information technology in implementation, supervision and control in collecting restaurant and hotel taxes can increase taxpayer involvement¹.

In the current era of the industrial revolution, technology-based tax management is a new breakthrough for recording tax payments by taxpayers. Collecting taxes conventionally can lead to opportunities to misappropriate the amount of tax revenue. Therefore, managing local taxes by utilizing information technology can make several sources of local government income more effective. Sources of local income in the tax sector include hotel tax, restaurant tax and entertainment tax. In Indonesia, these three types of taxes are often managed by regions using technology such as tax recording devices or also known as Tapping Boxes. The Tapping Box is useful for monitoring every business transaction. Installation of Tapping Boxes in hotels, restaurants and entertainment businesses is regulated by appropriate regulations. In Law Number 32 of 2004 concerning Regional Government which officially came into effect in Indonesia since January 1 2005, it requires regions to innovate and be creative in finding sources of revenue that can finance government expenditure in the context of carrying out government and development.² Then Law No. 28 2009 concerning Regional Taxes and Regional Levies, Law No. 23 of 2014 concerning Regional Government, Government Regulation No. 12 of 2019 concerning Regional Financial Management which gives authority to regions that have special autonomy rights to be able to regulate their own households.

¹Riska Suardani, Effectiveness of Implementing Regional Tax Monitoring Based on Information Systems in the Hotel Industry (Jakarta: Gramedia, 2017), p. 2

Then Banda Aceh City Qanun Number 3 of 2012 concerning Amendments to Banda Aceh Qanun Kata Number 1 of 2007 concerning the Principles of Regional Financial Management. This law was then used as a reference by the Banda Aceh City government in increasing regional sources of income by carrying out innovations and creations in tax collection by utilizing technology through an online system, giving birth to Banda Aceh City Regulation No. 10 of 2021 concerning Payment and Collection of Regional Taxes and Retributions using an Online System using a Tax Recording Tool, namely Tapping Box.

Based on this regulation, Tapping Box is a tool to make it easier for taxpayers in Banda Aceh City to report their taxes, especially for taxpayers in the hospitality sector. Installation of the Tapping Box also experienced problems in implementing hotel tax monitoring. Overcoming these obstacles is done by providing outreach and appreciation to taxpayers. Business actors, especially in the hospitality sector, need to support government policies to optimize regional income to make regional development a success. The implementation of the online tax recording tool (Tapping Box) in the City of Banda Aceh is inseparable from various problems that occur in the field, starting from the public not understanding the system, the lack of awareness of taxpayers in reporting taxes to inappropriate regulations that have become a polemic in society so that it all becomes homework (PR) for the Municipal Government in optimizing Regional Income. To understand and determine the level of understanding in the application of Tapping Box and the level of compliance of taxpayers, especially hotel taxpayers, as well as optimizing Original Regional Income in Banda Aceh City, the author is interested in raising the title "Implementation of Tapping Box for Hotel Taxpayers in the Context of Optimizing Original Regional Income in Banda Aceh City".

Based on the background above, the author identifies the problems to be discussed in this thesis as follows: 1). How to implement the installation of Tapping Boxes for hotel taxpayers in Banda Aceh City. 2) How to optimize the increase in local revenue after implementing the installation of tapping boxes for hotel taxpayers in Banda Aceh City. 3) What are the factors inhibiting the installation of Tapping Boxes in hotels in Banda Aceh City.

The objectives of this research are: 1) To determine the implementation of Tapping Box installation for hotel taxpayers in Banda Aceh City. 2) To determine the optimization of increasing local original income after implementing the installation of tapping boxes for hotel taxpayers in Banda Aceh City. 3) To find out the factors inhibiting the installation of Tapping Boxes in hotels in Banda Aceh City.

2. LITERATURE REVIEW

2.1 Understanding Tapping Box

Tapping box is a business transaction recording tool used in the tax administration system. This activity is called monitoring, where there is supervision of tax payment reporting for regional taxpayers, especially hotel taxpayers, restaurant taxpayers and also entertainment taxpayers. Tapping Box is also used to record records of transactions that occur at that place. So that this tool can equate transactions that occur with

those that are reported².

According to Firdaus, the Tapping Box is a transaction recording tool used to record taxes in the form of a long black box resembling a tape. Tapping Boxes are installed to avoid fraudulent actions by taxpayers and can prevent tax leaks. Tapping Box records transactions and records all transaction data that occurs at the cash register to the point of sales printer which will then be sent via the Global System for Mobile (GSM) network to the Financial Management Agency's server. Tapping Box will record or capture all transactions which are then printed by the point of sales printer or on the server used by the taxpayer. Implementing an online monitoring system with a transaction detection tool (Tapping Box) is one way to improve service, transparency, and accountability as well as realizing bureaucratic reform in the management of Regional Taxes³. The function of the Tapping Box is to capture and record data from buyers' receipts, where the results of recording the data will be directly sent to the server at the City Financial Management Agency so that the government can see the results. and can match the number of existing transactions with those deposited.

2.2 Application of the Tapping Box and its Relation to Taxpayers

In the tax law, it is a taxpayer's contribution to the state which is owed by both individuals and entities which is coercive in nature based on the law, without receiving direct compensation and is used for the benefit of the state for the amount -the great prosperity of the people. According to Mardiasmo, tax is a contribution paid by the people to the State which will go into the state treasury which is based on law and in its implementation, it can be forced and there will be no remuneration. The contributions paid by the people are used to make payments for the public interest to improve the welfare of the people⁴.

Taxes have a function that plays an important role in the development of the nation and state. By understanding the function of taxes we will know the important role of taxes. The Tax Function is divided into 4, namely:

Budget Function. The budget function in taxes has an important role in a country. Taxes are one of the largest revenues in the life of a state, which is then used to finance a country's budget. The benefits of taxes in this budget are usually used to finance routine personnel expenditures, goods expenditures and maintenance of a country.

Set Function. In this regulatory function, taxes act as a tool to achieve a country's goals. A country can experience growth with a tax-related policy. Tax-related policies can be seen from the tax rate policy, in

²Riska Suardani, "Effectiveness of Implementing Information System-Based Regional Tax Monitoring in the Hotel Industry. E-Journal SI AK Ganesh University of Education, Vol. 08 No: 02 of 2017.

³Firdaus, Tax Administration Innovation in Optimizing Regional Tax Revenue (Study of Tapping Box Installation on Hotel, Restaurant and Entertainment Taxes in Kendari City). Scientific Journal of Business Administration and Innovation, Vol. 4 (2), 2019. p. 143-161.

⁴Mardiasmo. Taxation. Revised Edition (Yogyakarta: Gramedia, 2010). p. 23.

addition to the tax relief policy. With this policy, a country can become more developed.

Stability Function. Taxes have a stability function which has an important role in maintaining the balance of the country's economy, such as overcoming inflation and deflation.

Revenue Levy Function. The function of this income levy is usually to use taxes to open new jobs. By opening these job opportunities, job opportunities will increase so that the income received by the community will be more evenly distributed.

2.3 Legal Basis for Installing Tapping Boxes

Taxes have an important role in state life, especially in the implementation of development because taxes are a source of State income to finance all expenditures, including development expenditures. In Indonesia, taxes are regulated in the 1945 Constitution, article 23 paragraph 2. This provides legal guarantees to express justice, both for the State and its citizens.

In Law Number 28 of 2009 concerning Regional Taxes, it is explained that tax is a mandatory contribution to the region that is owed by an individual or entity that is coercive based on the Law without receiving direct compensation and is used for regional needs and the prosperity of the people in the presence of regional autonomy, each region must be able to explore all existing potential to meet government financing and development needs in its region through Regional Original Income⁵.

Therefore, regional governments have the right to impose regional taxes and regional levies on all citizens. One of the sources of Original Regional Income in the Regional Revenue and Expenditure Budget (APBD) is regional taxes. The Directorate General of Taxes makes various efforts to maximize tax revenues, one of which is carrying out tax extensification and intensification, which means expanding the subject and object of tax, which is done by attracting new taxpayers⁶.

Tax intensification itself is carried out by utilizing today's sophisticated information technology. Several applications were launched to make tax collection easier, one of which is e-filing, which is a system for reporting taxes. The e-filing system is an administrative system used to submit SPT electronically. This system is one of the innovations carried out by the Directorate General of Taxes so that taxpayers can report their SPT more quickly and at any time⁷.

⁵Law no. 28 of 2008 concerning Regional Taxes.

⁶Waluyo. Indonesian Taxation (Jakarta: Salemba Empat, 2013). p. 42.

⁷Purwomartani. *Regional Taxes and Levies, Revised Edition* (Yogyakarta: UII Press Yogyakarta, 2014). p. 37.

2.4 Tapping Box Installation Policy in Indonesia

Based on Article 2 of Law no. 34 of 2000 concerning Regional Taxes and Regional Levies, there are three types of district/city taxes, namely Hotel Tax, Restaurant Tax and Entertainment Tax. In Indonesia, these three types of taxes are often managed by regions using technology such as tax recording devices or also known as tapping boxes. Tapping the box Useful for monitoring every business transaction. Installation of tapping boxes in hotels, restaurants and entertainment businesses is regulated by appropriate regulations. Indonesia itself has implemented online-based tax monitoring & tapping boxes in various cities. This shows that there is development of information and communication technology in the field of taxation in Indonesia, giving rise to a very fast service system for the public and reducing the incidence of fraud in taxation.

The use of this system can provide added value to the organization if it is designed to be an effective system. Pandiangan stated that previously tax management was done manually which required a lot of time and paper, then it was changed to using an information system which reduced a lot of work process time and paper. And this is an example of modernizing the accounting system in taxation which can support the monitoring and tapping boxes that are implemented. So tax services will save time and be easy to do. In carrying out this activity effectiveness is needed to achieve the goals that have been set within the specified time period⁸.

3. Implementation of Tapping Boxes in Hotels in Banda Aceh City

3.1 Banda Aceh City Profile

The city of Banda Aceh is the capital of Aceh Province so this area is the center of government. Administratively, the City of Banda Aceh consists of 9 sub-districts, 17 settlements and gampong. Based on the results of a population census conducted by BPS Banda Aceh City, the population of Banda Aceh City in 2018 was 259,913 people, consisting of 136,372 men and 128,379 women. Kuta Alam sub-district is the sub-district with the largest population (52,645 people) and Kuta Raja sub-district with the least population (13,632 people)⁹.

3.2 Hotel Sector in Banda Aceh City

It was recorded that in 2018 there were 40 hotels registered with the Banda Aceh City Central Statistics Agency (BPS). However, in 2022 BPS recorded that more than 80 hotels and other accommodations would have been registered. This shows that the hotel sector in the city of Banda Aceh continues to increase and is promising for the economic turnaround of the community and hoteliers and opening up job opportunities for the wider community. The hotel sector is also a driving factor in the development of the city of Banda Aceh, this can be seen from the large amount of tax revenue received by the city government in the hotel sector.

The presence of hotels in the city of Banda Aceh is considered capable of encouraging the rise of private sector business movements in the city. It should be noted that the role of the private sector is not yet

optimal in Banda Aceh City, conditions like this are certainly not healthy for the city's economic growth. To overcome this, the Banda Aceh City government needs to take firm steps by encouraging and giving as much space as possible to the private sector, especially the hotel sector, to develop. The Mayor of Banda Aceh believes that with the resources possessed by the City of Banda Aceh, there are still many business sectors that can be developed, one of which is the hotel and tourism sector, because it is known that this sector shows an increase every year¹⁰.

3.3 Implementation of Tapping Boxes in Hotels in Banda Aceh City

Regional taxes, one part of local original income, are the largest contributor to Banda Aceh City's original regional income, one of which is revenue from the hotel tax sector. Prior to 2021, the Banda Aceh City Municipal Financial Management Agency used a manual system in reporting, payment and supervision in local tax collection. However, collecting taxes using a manual system allows for leaks in hotel tax collections¹¹. The Banda Aceh City Government has made updates to the regional tax collection mechanism, namely by collecting hotel taxes online.

The online system is a system that connects taxpayer payment transactions with the income monitoring system managed by the financial inspector agency of Banda Aceh City. This online system is a tool and system from the financial inspector agency of Banda Aceh City which can be directly connected to the devices and payment systems owned by taxpayers as a basis for calculating tax assessments or audits. The implementation of the online tax system is in line with the vision and mission of the City of Banda Aceh towards a Smart City, namely by utilizing the latest technology so that it can increase revenue receipts by providing services and welfare to the community as well as efforts to minimize tax leaks, because the online tax system policy is to optimize Original Regional Income revenues, especially hotel taxes. in Banda Aceh City.

Regarding the implementation of the online tax system policy, the Banda Aceh City Government is partnering with Bank Aceh. Bank Aceh helps facilitate equipment, systems and others. Based on data from the City Financial Management Agency, in 2020, of the 36 hotel taxpayers, many taxpayers were still in arrears in paying their taxes. In 2020, many hotels have not fulfilled their tax responsibilities, hotel taxpayers are reluctant to pay taxes to the government, so the Financial Management Agency carries out inspections on a number of hotel taxpayers in Banda Aceh City¹².

⁸Yudha, Taxpayer Awareness, Service Quality, Tax Sanctions and Application of Tapping Boxes in Restaurant Taxpayer Compliance. *Accounting E-Journal*, 30 (7), 1620-1632.

⁹Banda Aceh City Central Statistics Agency (BPS) Document for 2018.

¹⁰Results of an interview with the Head of Revenue, Municipal Financial Management Agency Banda Aceh, April 18 2023.

¹¹Results of an interview with the Head of Revenue, Municipal Financial Management Agency Banda Aceh, April 18 2023.

¹²Results of an interview with the Head of Revenue, Municipal Financial Management Agency Banda Aceh, April 18 2023.

According to Safiran Nizar, head of the Municipal Financial Management Agency billing department The city of Banda Aceh was found to have a number of individuals collecting 10% tax from customers but were reluctant to pay to the city government even though the taxpayer had not paid and reported the tax. Hotel tax in Banda Aceh City is determined in Banda Aceh Mayor Regulation No. 10 of 2021 Installation of equipment Tapping Boxes have been implemented since August 2021, until August 2022 only 30% of taxpayers have installed Tapping Box devices at the Banda Aceh City Financial Management Agency. 15 For the names of hotels that have installed Tapping Boxes, see the table. following.

Table 1. Names of hotels with Tapping Box installed

NO	THE NAME OF THE TAXPAYER	NPWPD	ADDRESS
1	LADING HOTEL	3.00000031.02.01	JL. CUT MUTIA
2	ARABIA HOTEL	3.00001776.01.01	JL. KHAIRIL ANWAR
3	MEDAN HOTEL	3.00000028.01.01	JL. JEND AHMAD YANI
4	HOTEL 88	3.00032791.01.02	JL. SYIAH KUALA
5	DIANA HOTESL	3.00016974.01.07	JL. T. HAMZAH BENDAHARA
6	MAULANA HOTEL	3.00035035.05.03	JL. TGK. DI ANJONG
7	PRAPAT HOTEL	3.00000030.01.01	JL. JEND AHMAD YANI
8	SYARIAH RING ROAD HOTEL	3.00030924.06.06	JL. AMD
9	KYRIAD RESTO	3.00031764.01.05	JL. TGK. MOHD. DAUD BEREUEH
10	CENDANA WISMA HOTEL	3.00009118.03.03	JL. SULTAN ISKANDARMUDA'
11	MARS HOTEL	3.00034578.06.06	JL. MR. H. MOHD. HASAN
12	MY HOME HOTEL	3.00035074.01.01	JL. SRI RATU SAFIATUDDIN BELAKANG
13	NASYA HOMESTAY	3.00038748.01.05	JL. AL HUDA
14	GRAND PERMATA HATI	3.00033367.03.10	JL. SULTAN ISKANDARMUDA'
15	HERMES PALACE HOTEL	3.00017355.09.03	JL. P. NYAK MAKAM
16	RASAMALA HOTEL	3.00011182.07.07	JL. T. UMAR
17	GRAND ARABIA HOTEL	3.00000025.02.01	JL. A. MAJID IBRAHIM'
18	AYANI HOTEL	3.00034905.01.01	JL. JEND AHMAD YANI
19	KYRIAD ROOM	3.00031764.01.05	JL. TGK. MOHD. DAUD BEREUEH
20	ANGGREK HOTEL	3.00018060.01.03	JL. P. NYAK MAKAM
21	MITA MULIA HOTEL	3.00036229.04.08	JL. T. NYAK ARIEF
22	SYARIAH LINGKE HOTEL	3.00035531.04.02	JL. T. NYAK ARIEF
23	AMODA HOTEL	3.00037963.06.08	JL. AMD
24	AL HANIFI HOTEL	3.00036988.01.02	JL. GABUS
25	SEI HOTEL	3.00027863.01.04	JL. TANOAH ABEE
26	HADRAH HOTEL	3.00037787.09.03	JL. P. NYAK MAKAM
27	SEVENTEEN HOTEL	3.00036074.02.03	JL. T. UMAR
28	HIP HOP HOTEL	3.00032398.02.01	JL. MOHD JAM
29	UD CAISAR	3.00036205.04.02	JL. T. NYAK ARIEF
30	SIWAH HOTEL	3.00016499.01.01	JL. TWK MOHD. DAUDSYAH
31	SYARIAH GRAND ACEH HOTEL	3.00029058.06.08	JL. MOHD. THAHER
32	RUMOH PMI	3.00029337.02.08	JL. NYAK ADAM KAMIL
33	POMA HOTEL	3.00035827.01.02	JL. T. NYAK ARIEF

34	GRAND NANGGROE HOTEL	3.00018884.06.02	JL. T. IMUM LUENG BATA
35	DIANA HOTEL	3.00016974.01.07	JL. T. HAMZAH BENDAHARA
36	WISATA HOTEL	3.00009933.01.01	JL. JEND AHMAD YANI
37	GUEST HOUSE RING ROAD	3.00039567.06.02	JL. MR. H. MOHD. HASAN
38	GRAND ACEH HOTEL	3.00027349.06.07	JL. MR. H. MOHD. HASAN
39	LAMPRIET HOUSEHOLD	3.00000177.01.02	JL. T. NYAK ARIEF

Source: Municipal Financial Management Agency Banda Aceh 2022

The installation of transaction recording devices (Tapping Box) is not evenly distributed among all hotel taxpayers due to incompatibility with the taxpayer's IT system and a number of business actors carry out the process of recording transactions manually and carry out calculations using calculators while tapping boxes can only record electronic transactions. This has also become a concern for the Banda Aceh City district people's representative council where the district people's representative council formed a special committee or special committee to directly review hotel taxpayers in the City of Banda Aceh. The Banda Aceh district people's representative council Original Regional Income Special Committee directly inspected a number of businesses owned by taxpayers in the city of Banda Aceh. The visit was to monitor the progress of installing online transaction recording devices (Tapping Box) in businesses owned by taxpayers.

Chairman of the Banda Aceh district people's representative council Original Regional Income Special Committee Tuanku Muhammad was present along with a number of other district people's representative council members who are members of the Original Regional Income Special Committee. They include Tati Meutia Asmara from the Prosperous Justice Party, Aulia Afrizal and Ismawardi, and Safni from the Gerindra Party. Tuanku Muhammad told the media that this visit was intended to look closely at the technicalities and obstacles faced in installing the online transaction recording tool. Chairman of the special committee Original Regional Income together with colleagues from the Special Committee for Original Regional Income and Municipal Financial Management Agency Banda Aceh went directly to the taxpayer's business. The first is to absorb the aspirations of hotel entrepreneurs in Banda Aceh regarding the installation of tapping boxes because these entrepreneurs are in principle partners of the City Government in collecting hotel taxes. Furthermore, installing this tapping box is one of the efforts to increase Regional Original Income in the City of Banda Aceh. As a city of trade and services, the hotel tax sector is certainly one of the favorites for regional income in Banda Aceh¹³.

Regional taxes are one of the regional capitals in developing the region. For this reason, the government is grateful to taxpayers who, based on their own awareness, are willing to participate in developing the region by complying with tax regulations for example, several hotels have committed to being willing to install tapping boxes and it is hoped that other hotel entrepreneurs in Banda Aceh will also have the same

¹³<http://aceh.tribunnews.com/2022/11/16/pemasangan-tapping-box-kota-banda-aceh>. accessed on April 16, 2023.

commitment. In this case, the Banda Aceh City Government continues to strive to increase regional financial independence through optimizing Original Regional Income. One of the steps taken is to close the loopholes in regional tax reporting so that the tax proceeds deposited by the public to entrepreneurs are ensured to be fully transferred to the regional treasury.

Installing online transaction recording devices in hotels is one of the Banda Aceh City government's efforts to strengthen regional tax monitoring. This is a direction from the MCP Korsupgah KPK to avoid manipulation of Regional Tax reporting and will be installed gradually in every taxpayer-owned business. According to the regulations, there will be sanctions for business owners who refuse to install tapping boxes. Sanctions range from verbal or written warnings to sticking stickers at the place of business that say that the taxpayer refuses to install tapping boxes. 18 Entrepreneurs do not need to be afraid of installing transaction recording devices. Because basically, this tool will help entrepreneurs to calculate the amount of tax that must be paid and separate it from the selling price. Apart from that, for entrepreneurs who do not yet have a cash register machine, the Banda Aceh City Government will facilitate the tools and applications for free to entrepreneurs. So, it can make it easier for entrepreneurs to record their finances.

3.4 Regulations for Installing Tapping Boxes in Hotels in Banda Aceh City

In order to strengthen monitoring of Regional Taxes, the Banda Aceh City Government will add 66 units of online transaction recording devices (tapping boxes) in 2023. Installation of Tapping Boxes will be carried out at Hotel and Restaurant Tax Objects in Banda Aceh City. That way, there will be a total of 105 tapping boxes that will record transaction data on Taxpayer-owned businesses in real time. A series of preparatory stages for installing this tool have been carried out by the Banda Aceh City government. These stages consist of location surveys, outreach, and determining the businesses that will be installed with Tapping Boxes¹⁴.

Banda Aceh Mayor Regulation No. 10 of 2021 concerning Payment and Collection of Regional Taxes and Retributions using an Online System via Tax Recording Devices explains that a tapping box is a tool that can capture transactions printed by point of sales printers used by taxpayers¹⁵.

Tapping Box functions to assist taxpayers in verifying Regional Tax reports so that they can avoid reporting manipulation. Local tax. The data recorded by this tool can be monitored in real time via the monitoring screen at the Municipal Financial Management Agency Banda Aceh building. Due to its very strategic function, this tool will continue to be added gradually. The installation of the Tapping Box tool was a direction from Korsupgah KPK-RI. Therefore, its implementation will also be reported periodically to the Corruption Eradication Commission. So, Taxpayers don't need to be afraid when their business is installed with a Tapping Box because this tool can actually help them in reporting Regional Taxes¹⁶.

concerning regional governments and Law No. 33 of 2004 concerning financial balance between the central government and regional governments, regional income sources consist of Sources of Original

Regional Income. Other legitimate regional income balancing funds. So Regional Tax is not deducted from entrepreneurs' income, but from consumers. For example, someone books a room whose total price is Rp. 200,000, then the amount that must be paid at the cashier after adding tax is Rp. 220,000. Difference Rp. 20,000 is then deposited into the regional treasury as hotel tax¹⁷.

This hotel tax is nothing new in Indonesia, especially in the city of Banda Aceh. We often encounter this type of tax when staying at a hotel. We can see it on the payment receipt as PB1 or 10% tax. However, not all hotels include it on proof of payment, this could be because the price offered includes tax. Therefore, additional devices such as tapping boxes are needed to help calculate the amount of Regional Tax collected from each transaction.

3.5 Obstacles to Installing Tapping Boxes in Hotels in the Context of Increasing Regional Original Income in Banda Aceh City

In general, there are two obstacles to installing tapping boxes in Banda Aceh City. The first is technical obstacles and the second is non-technical obstacles. The technical obstacle faced in implementing tapping boxes as hotel tax monitoring is the tapping box device that is attached to hotel taxpayers. Other technical problems can also come from the server or network used¹⁸.

The technical obstacles that appear more often in this implementation policy are problems with the server used. This is confirmed by several statements from the financial inspector agency of Banda Aceh City and the hotel staff concerned. One of them was expressed by Ferdy as IT staff at the Oasis Hotel, that the hotel actually had no problems, the problem was the tapping box. Actually, there are two internet installations in hotels, you can use the same network as cellular. The hotel uses its own internet network, using the hotel's WiFi. So that problem has been resolved by the hotel itself. Another problem that often arises is server errors. The data that has been input suddenly does not enter so that the data that has been entered cannot be read by the server. The financial inspector agency considers that the hotel deliberately did not input the data¹⁹.

The network or server disruption that occurred was not only expressed by Ferdy. This network disruption was also experienced by Hotel Diana, which was stated by Irawan as HRD of Hotel Diana. So far, the problem has been when the electricity suddenly goes out so the data is not saved automatically. This results in the amount of hotel tax input being different from that in the financial inspector agency data²⁰.

¹⁴Results of an interview with the Head of Municipal Financial Management Agency Banda Aceh on 14 April 2023.

¹⁵Banda Aceh Mayor Regulation No. 10 of 2021 concerning Payment and Collection of Regional Taxes and Levies

¹⁶Results of an interview with the Head of Billing Division, Municipal Financial Management Agency Banda Aceh, 17 April 2023

¹⁷Results of an interview with the Head of Revenue, Municipal Financial Management Agency Banda Aceh, 18 April 2023.

¹⁸Results of an interview with the Head of Revenue, Municipal Financial Management Agency Banda Aceh, 18 April 2023.

¹⁹Results of interviews with Oasis Hotel Staff Banda Aceh on 19 April 2023.

²⁰Results of an interview with Iqbal as HRD of the Ayani Hotel on 16 April 2023

²¹Results of an interview with the Head of Billing Division of Municipal Financial Management Agency Banda Aceh on 17 April 2023

Technical obstacles in the form of server problems faced by taxpayers related to the application of tapping boxes as regional tax monitoring received different responses from the financial inspector agency of Banda Aceh City. The financial inspector agency of Banda Aceh City has the same statement and has a statement that is comparable to the hotel taxpayer's statement. In line with hotel taxpayers regarding existing server problems. The financial inspector agency of Banda Aceh City denied that the disruption was not only a technical error, but also interference from hotel taxpayers. The following is another statement expressed by the Tapping box Coordinator at financial inspector agency Banda Aceh City that the problem with passive tapping boxes is that the signal is sometimes inaccessible, but there are also taxpayers who are not willing to use tapping boxes. Taxpayers buy their own tools from the party so that the tapping box tools that have been provided by the municipal government are not used and are left neglected²¹.

Accordance with statutory regulations". Original regional income is regional income sourced from regional taxes, regional levies, separated regional wealth management results, and other legitimate regional original income, which aims to provide flexibility to regions in exploring funding in the implementation of Regional Autonomy as realizing the principle of decentralization²².

The regional autonomy that is implemented is actually to increase Regional Original Income to finance matters in the household's own kitchen. The aim is to create quality public services so that they can manage a better government structure (good governance). Efforts made to increase sources of Original Regional Income revenue consist of several items, including: regional taxes, regional levies, and the results of regional wealth management which are separated into legitimate Regional Original Income. One effort to increase Regional Original Income so that its revenue potential is greater is through regional tax levies.

Banda Aceh City as the capital of Aceh Province is the economic heart of Aceh province, all economic activities are centered in the City of Banda Aceh. This makes the city of Banda Aceh a very potential object for collecting regional taxes. Regional tax is a tax collected in regional financing matters. Banda Aceh City regional taxes can be classified into several types of taxes, including: Hotel tax, restaurant tax, entertainment tax, advertising tax, PLN lighting tax, non-PLN street lighting tax, parking tax, rural and urban land and building tax, acquisition fees rights to land and buildings²³.

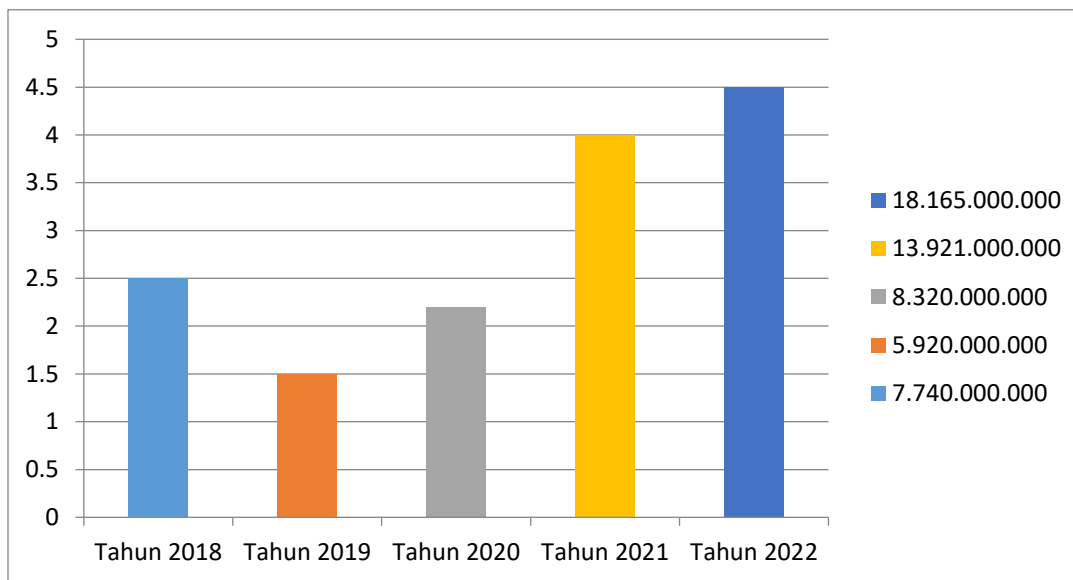
In the city of Banda Aceh, hotel tax is a type of tax that has potential currently as an area develops due to increased tourism promotion both at home and abroad. One of the indicators of the increasing tourism sector in the city of Banda Aceh is the increase in hotels, accommodation, restaurants, culinary services and various types of buildings that provide temporary housing services²⁴.

The imposition of hotel tax is not absolute in every district or city in Indonesia. This relates to the authority given to the district or city government. Therefore, to be able to levy it in a Regency or City area, the regional government must first issue a regional regulation regarding hotel tax. This regulation will be the operational legal basis for the technical implementation of the imposition and collection of hotel tax in the regions. In Banda Aceh City, the imposition of hotel tax has been regulated through the Banda Aceh City

PerWal No. 10 of 2021 concerning the Collection of Regional Taxes and Regional Retributions for the City of Banda Aceh. The hotel tax rate charged is 10% of the price of the room rented²⁵.

Based on the data obtained by the researchers, Municipal Financial Management Agency Banda Aceh data recorded that in 2022 the Original Regional Income of the City of Banda Aceh through the hotel sector which installed Tapping Boxes until May 2022 was IDR. 9,036,863,395.00 from all types of hotels ranging from 1star hotels to non-star hotels with a target of Rp. 22,165,000,000.00 at the end of the year. This means that there is still Rp. 13,128,136,605.00 which has not been paid by taxpayers. 31 From the results of this income we can understand that hotel tax in the City of Banda Aceh has a big influence on local revenue and is the main original regional income sector for the City of Banda Aceh apart from other sectors such as restaurants, places tours and parking. Banda Aceh City's original regional income from the hotel sector installing tapping boxes continues to increase every year. For more details, you can see the following graph.

Original regional income Banda Aceh City Graph for Hotel Sector Installed with Tapping Boxes from 2018-2022.



Source: Municipal Financial Management Agency Banda Aceh Revenue Division for 2022.

²²Law No.33 of 2004 concerning Financial Balance between the Center and the Regions

²³Municipal Financial Management Agency Banda Aceh service standard documents for 2022.

²⁴Results of an interview with the Head of the Regional Accounting and Reporting Division of Municipal Financial Management Agency Banda Aceh on 17 April 2023.

²⁵Banda Aceh Mayor Regulation No 10 of 2021 concerning Collection of Regional Taxes and Regional Levies in Banda City Aceh.

²⁶Results of an interview with the Head of the Regional Accounting and Reporting Division of Municipal Financial Management Agency Banda Aceh on 17 April 2023.

Based on the graphic data above, it can be seen that from 2019 to 2020 the Original regional income of Banda Aceh City from the hotel sector who installed tapping boxes decreased compared to 2018, this was due to the effects of the Covid-19 pandemic that occurred that year so that guests staying at hotels also decreased. However, in 2021 the Original regional income of Banda Aceh City from the hotel sector that installed tapping boxes began to increase and continued to increase in the following year after the pandemic began to subside and the implementation of Community Activity Movement Restrictions (PPKM) by the central government²⁶.

4.2 Optimizing Original Regional Income through Tapping Boxes at Hotels in Banda Aceh City

Optimizing the source of Original Regional Income for Banda Aceh City needs to be pursued to increase development growth in the future. This can be more effective because of the ratification of Law Number 22 of 1999 concerning Regional Government and Law Number 25 of 1999 concerning Financial Balance between the Central and Regional Governments, which state that each region is given free, real and responsible authority as an autonomous region. based on the principle of decentralization.

Optimization benchmarks are seen from actions or activities that improve and make something better than before in accordance with what has been planned. Efforts to optimize regional income can be used through various aspects to increase regional income, one of which is by using information technology, which is very important to be able to increase effectively and efficiently. The efficiency of tax collection will be able to increase the quantity of Original regional income more quickly and easily even if there is no expansion in exploring new sources of income. According to Hotniar Siringoringo, optimization is the process of finding the best solution, not always the highest profit that can be achieved if the goal of optimization is to maximize profits, or not always the smallest costs that can be reduced if the goal of optimization is to minimize costs

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4.3 Results of Analysis of Research Variables

Based on the research results, researchers found several ways used by the Banda Aceh City Government to optimize Original regional income through Tapping Boxes at hotels in Banda Aceh City, namely:

Expanding the revenue base

Optimizing Original Regional Income sources in Banda Aceh City needs to be done to improve regional financial capacity. This requires intensification and extensification of income subjects and objects. In the short term most activities easy and can be done immediately is by intensifying existing objects or sources of regional income, especially through the use of information technology, namely through the installation of tapping boxes. By implementing effectiveness and efficiency of regional income sources or objects, Original regional income productivity will be increased without having to expand new sources of income

²⁷Wulandari and Iryanie, Regional Taxes in Original Regional Income (Yogyakarta: Deepublish, 2018). p. 30.

objects which require a long study, process and time.

Based on the results of interviews, researchers with the Head of Municipal Financial Management Agency Banda Aceh stated that more precisely, Municipal Financial Management Agency Banda Aceh was not expanding but adding sources and objects of regional income. By sensitizing Taxpayers to use tapping boxes, Municipal Financial Management Agency hopes that the communication that is built with Taxpayers can make a positive contribution to tax payments and carry out developments related to the receipt of outstanding tax returns. Collecting hotel tax using tapping boxes makes it faster and easier for people to pay business taxes so that people can have a lot of free time to do other things.²⁸

The same thing was also expressed by the Head of the Billing Division who stated that in order to expand the hotel tax revenue base, Municipal Financial Management Agency Banda Aceh carried out outreach with Taxpayers and stakeholders regarding the use of tapping boxes, by carrying out developments related to the receipt of outstanding tax notification letters so that people who receive The notification letter can make payments more quickly in the sense that significant changes to things that do not pay tax from the start are usually looked for before they are distributed.²⁹

In accordance with the results of the interview above, what Municipal Financial Management Agency Banda Aceh is doing to expand the hotel tax revenue base is by conducting outreach to Taxpayers and outreach to stakeholders regarding the use of tapping boxes and carrying out developments related to receiving notifications of tax payable so that people who receive the notification make payments faster.

From the several statements above, it shows that the socialization of the use of tapping boxes to the public as taxpayers to expand the hotel tax revenue base in Banda Aceh City has been carried out by Municipal Financial Management Agency Banda Aceh. This is supported by several Taxpayer statements. As stated by the Ayani Hotel HRD as Taxpayer, according to them the socialization of the use of tapping boxes has been carried out optimally. Most of them have seen public service advertisements regarding the use of tapping boxes and the importance of paying taxes. Then, they usually see the socialization of the Banda Aceh Municipal Financial Management Agency itself on social media and hear about it through radio reports.³⁰

From the interview above, it can be concluded that the socialization of the use of tapping boxes is a step to expand the hotel tax revenue base carried out by the Banda Aceh Municipal Financial Management Agency for taxpayers so that it is mandatory. Tax can pay tax on time and accordingly. Socialization can not only be done with direct information, but also by utilizing mass and electronic media.

²⁸Results of interviews with the Head of Municipal Financial Management Agency Banda Aceh on April 14 2023.

Strengthening the collection process

It is not easy to impose taxes on society. If too high, people will be reluctant to pay taxes. However, if it is too low then development will not take place due to lack of funds. In order not to cause various problems, tax collection must meet the requirements, namely: Tax collection must be fair. Like products, tax law also has the aim of creating fairness in terms of tax collection. Fair in law and fair in implementation.

Based on the results of interviews, researchers with the Head of Municipal Financial Management Agency Banda Aceh stated that what Municipal Financial Management Agency Banda Aceh was doing to optimize Original regional income was by strengthening the collection process by making appeals at various hotels and accommodation. So that the information taxpayers get from paying taxes is not late.³ The same thing was also expressed by the Head of the Revenue Division, namely massive appeals which are repeated every day, appeals through social media, appeals through the sub-district head, and so on so that the information is obtained by the public. regarding paying taxes not late. If more information is obtained, the greater the opportunity for people to pay more taxes.

Based on the results of the interview above, it can be concluded that what the Banda Aceh Municipal Financial Management Agency does to strengthen the tax collection process is a massive appeal which is repeated every day, the appeal is made in various places, through social media, through sub-district heads, collectors and so on. So that information is obtained by the public regarding paying taxes without being late. If more information is obtained, the greater the opportunity for people to pay more taxes.

Improving supervision

Supervision is a systematic effort to establish standard performance in planning for system design and information feedback, to compare actual performance with predetermined standards, to determine whether a deviation has occurred, and to take necessary corrective action to ensure that all government resources have been used as effectively and efficiently as possible to achieve government goals.

As stated by the Head of Municipal Financial Management Agency Banda Aceh, to optimize Original regional income, Municipal Financial Management Agency Banda Aceh increases supervision in collaboration with all parties, by collaborating with stakeholders, it will indirectly monitor which taxpayers have paid taxes and who have not paid.

The same thing was also stated by the Head of the Regional Accounting and Reporting Division that when talking about supervision, the Banda Aceh Municipal Financial Management Agency works together with all parties, using operational permits as the basis for public service requirements so that people who do not pay taxes cannot carry out any business that they do. Yes, by collaborating with stakeholders, we will indirectly monitor people who don't pay taxes, but in the end, they have to pay taxes because the proof of

²⁹Results of interviews with the Head of Municipal Financial Management Agency Banda Aceh on 14 April 2023.

paying taxes must be done as much as possible so that there are no suspicions involved.³²

Based on the observations and interview results above, it is stated that municipal financial management agency Banda Aceh is to optimize Original regional income through hotel taxes, municipal financial management agency Banda Aceh is increasing supervision through collaboration with all parties, using operational permits for business premises as a basis for public service requirements so that people who do not paying taxes can't do whatever business they have, by collaborating with stakeholders we will indirectly monitor people who don't pay taxes so that taxpayers have to pay taxes because proof of paying taxes has been recorded and they have to pay as much as possible so that there is no fraud in paying taxes.

5. CONCLUSION

5.1 Conclusion

Based on the problem formulation and research results described in the previous chapter, this research can be concluded as follows:

Implementation of the installation of Tapping Boxes for hotel taxpayers in Banda Aceh City has only progressed to 30% of the target. The Tapping Box installation is in collaboration with Bank Aceh Syariah in its implementation. The Tapping Box system is connected to the financial inspector agency of Banda Aceh City system which can be directly connected to the devices and payment systems owned by taxpayers as a basis for calculating tax assessments or audits.

Optimizing Local Original Income for the use of tapping boxes among hotel taxpayers in Banda Aceh City by expanding the tax revenue base through socializing the use of tapping boxes, strengthening the collection process and strengthening supervision through collaboration with all parties including stakeholders and others.

The obstacles that occurred were due to uncooperative taxpayers, minimal workforce from the City Financial Management Agency, interference with the Tapping Box device and internet network. Municipal financial management agency efforts to overcome obstacles are by communicating again with Tapping Box equipment technicians, socializing and providing rewards to taxpayers.

5.2 Suggestions

The suggestions that the author can convey are as follows:

It is hoped that the Banda Aceh City government can increase outreach to Taxpayers regarding the use of tapping boxes to maximize regional tax potential so that they can contribute to Banda Aceh City's Original regional income.

³¹Results of interviews with the Head of Municipal Financial Management Agency Banda Aceh on 14 April 2023.

³²Results of an interview with the Head of the Regional Accounting and Reporting Division of Municipal Financial Management Agency Banda Aceh on 17 April 2023

It is hoped that the Banda Aceh City Management Agency can improve its performance and continue to innovate in collecting regional taxes, especially hotel taxes, so that it can further increase Banda Aceh City's Original regional income.

For taxpayers to understand the obligations for paying business taxes in order to increase regional income so that regional development can continue.

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