

ABSTRACT

Kholifatul Usweh, 2014 Thesis. Entitled: “System Controlling civil servant (PNS) of Kantor Pelayanan Pajak Pratama Kepanjen”.

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Keyword : System, Controll

System of controll is a way or method used to supervise the work at an organization. Controlling system will allow officers to keep an eye on the boss. It is therefore very important in an organization built a controlling system.

This research aims to find out how the controlling system civil servant (PNS) that are applied on the KPP Pratama Kepanjen, this type of research is research using qualitative and descriptive approach. Data collection techniques used are interviews, observation and document analysis.

The results of this research on KPP Pratama Kepanjen i.e. overall controlling system on KPP Pratama Kepanjen there are two internal oversight system and external oversight systems. Internal control system is a system that exists in the Organization itself. KPP Pratama Kepanjen internal oversight performed by the head office, head of section, Internal Compliance Unit. While the external controlling system conducted by the Directorate General of tax reform, namely KITSDA (compliance with Internal transformation and Apparatus)