



TABLE OF CONTENTS

TITLE.....	i
AUTHORIZATION.....	ii
APPROVAL.....	iv
PERNYATAAN KEASLIAN KARYA TULIS TESIS	v
ACKNOWLEDGEMENTS	vi
TABLE OF CONTENTS.....	vii
LIST OF TABLES.....	ix
LIST OF FIGURES	x
ABSTRACT	xi
ABSTRAKSI.....	xii
CHAPTER I	1
1.1 Background.....	1
1.2 Problem Formulation	1
1.3 Research Questions	2
1.4 Research Purposes	2
1.5 Research Paper Structure.....	3
CHAPTER II	5
2.1 Bureaucratic Reform and Better Performance in The Public Sector	5
2.2 Performance Measurement in Public Sector	7
2.2.1 Performance Measurement Elements.....	7
2.2.2 Purposes of Performance Measurement in Public Sector.....	9



2.2.3 Challenges in Public Sector Performance Measurement.....	11
2.3 Performance Measurement in The Tax Agency	12
CHAPTER III.....	16
3.1 Research Design	16
3.2 Data Collection	16
3.3 Analysis Method.....	16
CHAPTER IV.....	18
4.1 Bureaucratic Reform in The Indonesia's Tax Agency and Its Application	18
4.2 Performance Measurement Process at The DGT.....	20
4.3 The Performance of Indonesia's Tax Agency	23
4.3.1 Performance Measurement Using Trend Analysis	23
4.3.2 Performance Measurement Using Compliance Rate Method	25
4.3.3 Performance Measurement Using Tax Ratio.....	29
4.3.4 Performance Measurement Using SFM as Proposed Method.....	30
4.4 Bureaucratic Reform and Better Performance.....	33
CHAPTER V	36
REFERENCES	38