



From Self-Assessment to Coretax: The Evolution of Tax Administration Reform in Indonesia – A Literature Review

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ABSTRACT

This study examines the evolution of Indonesia's tax administration reform from a self-assessment-based compliance system toward an integrated digital tax administration system through Coretax. It also explores the relationship between tax administration reform, tax system digitization, data integration, and taxpayer compliance, while identifying opportunities, challenges, and conceptual gaps in the existing literature. Using a non-systematic literature review approach, this study analyzes 31 national and international journal articles related to tax administration reform, compliance, institutional modernization, digitalization, data integration, and Coretax. Data were synthesized through narrative-thematic analysis involving literature reduction, theme categorization, and conceptual synthesis. The findings reveal that tax administration reform has progressed through several phases, including self-assessment, institutional modernization, tax base expansion, service digitization, technology adoption, data-driven administration, and Coretax integration. The study concludes that Coretax represents an evolutionary stage of tax administration reform and contributes an evolutionary framework for understanding the transition toward data-driven digital tax governance.

INTRODUCTION

Indonesia's tax administration reform reflects a long journey from a system that placed taxpayers as the primary actors in calculating, paying, and reporting their own obligations toward a digital administration system that increasingly relies on data integration, transparency, and risk-based oversight. In the literature, self-assessment is understood not merely as a tax collection technique, but as the foundation of a new relationship between the state and taxpayers, as the state grants taxpayers the trust to fulfill their obligations independently. However, this trust does not exist in a vacuum, as voluntary compliance is heavily influenced by tax knowledge, tax morality, perceptions of fairness, the effectiveness of oversight, penalties, and the simplicity of the administrative system. Fitdra and Inayati (2022) demonstrate that self-assessment can be a strength when supported by adequate literacy, morality, and systems, but can become a weakness when the complexity of regulations, low literacy, and opportunities for manipulation are not controlled. Wijayanto and Vidyattama (2017) also characterize Indonesia's tax reforms since 1983 as efforts to replace the legacy of the colonial system, strengthen the state's revenue base, and reduce fiscal dependence, although Indonesia's tax performance continues to face long-term limitations.

The significance of this study lies in the need to view tax administration reform not as a series of isolated technical changes, but rather as a continuum of institutional, behavioral, technological, legal, and data governance evolution. The literature indicates that administrative modernization through the strengthening of the DGT organization, the establishment of modern tax offices, and the enhancement of collection capacity has not always resulted in revenue increases commensurate with improvements in formal compliance. Brondolo et al. (2008) characterize Indonesia's tax administration reform as a combination of enforced collection and voluntary compliance, while Eka (2019) demonstrates that modernization through the Large Taxpayer Office, Medium Taxpayer Office, and Small Taxpayer Office impacts individual taxpayers' compliance but has not yet fully increased revenue proportionally. Iswahyudi (2020) reinforces this critique through findings regarding the low productivity of tax administration, while Hapsari and Putra (2025) emphasize the importance of institutional reform, coordination, and governance of state revenue. Thus, the fundamental issue that arises is not merely how taxpayers comply formally, but how the administrative system can effectively link compliance, databases, oversight, and revenue.

Subsequent developments indicate that tax administration reforms are moving toward expanding the tax base, digitizing services, and leveraging technology to strengthen compliance. Hajawiyah et al. (2021), Kurniawan et al. (2019), Novita et al. (2024), and Chan et al. (2023) indicate that policies such as tax amnesty, audits, deterrence, trust, and the credibility of enforcement play a role in shaping compliance, but their effectiveness depends heavily on policy consistency and the administration's ability to utilize data. Sutisna and Fachril (2023), Kusumawardhani et al. (2023), and Rokhman et al. (2023) demonstrate that e-Filing, e-Billing, e-SPT, and e-government can enhance compliance by

reducing compliance costs, simplifying procedures, and decreasing reliance on manual services. Farchan (2024), Mangoting et al. (2024), and Asmah et al. (2025) expand the discussion by emphasizing data security, auditability, trust, perceived usefulness, perceived ease of use, digital literacy, and system reliability as key factors in the adoption of tax technology. Thus, digitalization cannot be understood as an automatic guarantee of compliance, but rather as an instrument whose effectiveness depends on the quality of system design, user readiness, infrastructure, security, and institutional legitimacy.

In its current phase, Coretax has emerged as a central hub for tax administration reform by striving to unify registration, reporting, payment, monitoring, data validation, and tax-related business processes within a single integrated digital architecture. Arianty (2024) asserts that Coretax promises efficiency, data integration, transparency, reporting accuracy, and improved compliance, but faces challenges related to infrastructure, human resource readiness, and user resistance. Joselin et al. (2024) position Coretax as a system based on NIK-NPWP, big data, transparency, accountability, and business process efficiency, while Alifa and Ardiansyah (2026) assert that Coretax integrates registration, reporting, payment, and oversight into a single integrated digital platform. Sihombing (2025) cautions that the digitalization of tax administration must be supported by legal clarity, institutional capacity, enforcement strategies, and procedural certainty to avoid remaining merely a technological project. At the same time, Tambunan (2020), Mascagni et al. (2021), Nose and Mengistu (2023), D'Ornay et al. (2025), and Duve and Schutte (2025) demonstrate that digital tax administration has become a global imperative as the digital economy, data exchange, real-time reporting, compliance monitoring, and analytical capabilities increasingly determine the effectiveness of modern taxation.

Although the literature has addressed self-assessment, institutional modernization, tax amnesty, service digitization, technology adoption, data security, the digital economy, administrative law, and Coretax, most studies still tend to remain confined to their respective areas of focus. Few studies have provided a comprehensive evolutionary explanation of how tax administration reform has moved from declaration-based compliance toward integrated digital tax administration. This gap is significant because Coretax should not be viewed merely as a new application but as the culmination of limitations in previous systems—ranging from information asymmetry in self-assessment, suboptimal administrative productivity, fragmented digital applications, to the need for data-driven oversight. Based on this, this study aims to synthesize the literature to explain the evolution of tax administration reform, construct relationships between administrative reform, tax system digitization, data integration, and taxpayer compliance, and identify opportunities, challenges, and conceptual gaps in the transformation toward integrated digital tax administration. With a research problem formulation implicitly focused on these three issues, this study is expected to provide a conceptual contribution in interpreting Coretax as an evolutionary phase of Indonesia's tax administration reform, rather than merely a tax technology tool.

LITERATURE REVIEW

The literature on tax administration reform in Indonesia identifies the self-assessment system as the foundational stage in the transformation of the relationship between taxpayers and the state. Self-assessment grants taxpayers the responsibility to calculate, pay, and report their own tax obligations, thereby emphasizing voluntary compliance and taxpayer autonomy. Previous studies argue that the effectiveness of this system depends heavily on tax literacy, tax morale, perceptions of fairness, administrative simplicity, and the effectiveness of monitoring mechanisms. While self-assessment promotes trust between taxpayers and tax authorities, it also creates opportunities for non-compliance when regulatory complexity, information asymmetry, and weak enforcement are not adequately addressed. Consequently, the literature portrays self-assessment as both a strength and a limitation within Indonesia's tax administration framework.

A second stream of literature focuses on the institutional modernization of the Directorate General of Taxes (DGT) as a response to the shortcomings of self-assessment. Scholars highlight reforms such as the establishment of Large Taxpayer Offices, Medium Taxpayer Offices, and Small Taxpayer Offices, alongside efforts to improve administrative capacity, organizational effectiveness, and tax collection mechanisms. These reforms are generally associated with improvements in formal taxpayer compliance and administrative efficiency. However, several studies indicate that enhanced compliance has not always translated into proportional increases in tax revenue. This finding suggests that institutional modernization alone is insufficient to achieve optimal fiscal outcomes without complementary improvements in data management, governance, and compliance monitoring.

The literature further emphasizes the importance of tax base expansion and service digitalization in strengthening taxpayer compliance. Policies such as tax amnesties, audits, sanctions, and compliance monitoring have been widely discussed as instruments to increase tax participation and reduce tax evasion. At the same time, the introduction of digital services, including e-Filing, e-Billing, e-SPT, e-Government, and e-Invoicing, has significantly transformed the interaction between taxpayers and tax authorities. Research consistently demonstrates that digital platforms reduce compliance costs, simplify reporting procedures, improve payment efficiency, and enhance service accessibility. Nevertheless, scholars caution that digitalization does not automatically guarantee compliance, as its effectiveness remains dependent on taxpayer readiness, technological infrastructure, and the quality of system implementation.

Recent studies extend the discussion by examining technology adoption, data integration, and digital tax administration as emerging dimensions of tax reform. The adoption of digital technologies is influenced by factors such as perceived usefulness, ease of use, trust, digital literacy, internet accessibility, and system reliability. Moreover, contemporary tax administration increasingly relies on data analytics, real-time reporting, compliance monitoring, and information exchange to improve oversight and decision-making processes.

International evidence suggests that successful digital tax administration requires not only technological innovation but also strong institutional capacity, effective governance structures, cybersecurity protection, and the ability to transform data into actionable compliance strategies.

The most recent body of literature positions Coretax as the culmination of Indonesia's tax administration reform trajectory. Coretax is described as an integrated digital tax administration platform that consolidates taxpayer registration, reporting, payment, supervision, data validation, transparency, and accountability into a unified system architecture. Scholars argue that Coretax should not be viewed merely as a technological application but as an evolutionary response to the limitations of previous tax administration systems, including fragmented databases, disconnected digital services, and information asymmetries within self-assessment mechanisms. Despite its potential to enhance efficiency, transparency, and compliance management, the literature highlights challenges related to infrastructure readiness, legal certainty, cybersecurity, human resources, and user acceptance. Therefore, Coretax represents not only a technological advancement but also a broader transformation toward data-driven digital tax governance in Indonesia.

METHODOLOGY

This study employs a non-systematic literature review—or narrative literature review—with a conceptual synthesis orientation on the evolution of tax administration reform from a self-assessment-based compliance system toward an integrated digital tax administration system. This design was chosen because the research objective is not to conduct a statistical meta-analysis or mechanical literature screening as in a systematic literature review, but rather to build an evolutionary understanding of the themes, concepts, findings, and research gaps scattered across various national and international journal articles. The research subjects consist of 31 previously collected journal articles relevant to issues of tax administration reform, taxpayer compliance, institutional modernization of the Directorate General of Taxes (DJP), tax amnesty, digitalization of tax services, e-Filing, e-Billing, e-SPT, e-Invoicing, Coretax, data integration, the digital economy, tax administrative law, and digital tax governance. The articles used include national and international studies that substantively support an understanding of the evolution of tax administration reform, including literature on self-assessment, tax administration modernization, compliance, tax amnesty, tax technology, digital tax administration, and Coretax, as previously mapped in prior reviews.

The research instrument used was a literature extraction sheet containing several key components, namely the author's name, year of publication, research focus, research context or location, research objectives, theories or concepts used, research methods, main findings, contributions, limitations, and the article's relevance to the theme of the evolution of tax administration reform. The data collection procedure was conducted through an in-depth reading of all articles, followed by the identification of key sections of each article, particularly the abstract, introduction, theoretical framework, methods,

results, discussion, and conclusion. Each article was classified based on dominant themes, namely the self-assessment phase, the institutional modernization phase, the tax base expansion phase, the partial service digitization phase, the technology adoption phase, the data security and integrity phase, the global digital tax administration phase, and the system integration phase through Coretax. This process allows researchers to trace the relationships between the literature chronologically and conceptually so that Coretax can be understood as a continuation of previous reforms, rather than as a standalone policy.

The analytical method used was qualitative thematic analysis employing narrative synthesis techniques. The analysis was conducted in three main stages: literature reduction, theme categorization, and synthesis construction. In the reduction stage, the researcher sorted the main findings from each article based on their relevance to administrative reform, digitization, data integration, and taxpayer compliance. In the categorization stage, articles were grouped into evolutionary themes to observe the shift from declaration-based compliance toward data-driven digital tax governance. In the synthesis stage, the findings are integrated to answer three research questions: how does the literature explain the evolution of tax administration reform; how are the relationships between reform, digitization, data integration, and compliance constructed; and what are the opportunities, challenges, and conceptual gaps in the transformation toward integrated digital tax administration. With this procedure, this study can be replicated by other researchers using the same corpus of articles, similar extraction sheets, and consistent thematic analysis stages.

RESEARCH RESULT

General Patterns in the Literature Review

A synthesis of 31 national and international journal articles reveals that tax administration reform is driven by several interrelated key themes. The first theme is the self-assessment system as the starting point for changing the relationship between the state and taxpayers. The literature defines self-assessment as a “ ” a system that empowers taxpayers to calculate, pay, and report their own tax liabilities. According to the literature, this system is linked to the state’s trust in taxpayers, but it is also associated with the risk of non-compliance if not supported by tax knowledge, tax morality, perceptions of fairness, oversight, sanctions, and a simple administrative system. The second theme is the modernization of tax administration institutions, particularly through strengthening the DGT organization, establishing modern tax offices, and improving tax collection capacity. The literature on this theme indicates that institutional reforms can enhance formal compliance, but this is not always accompanied by a proportional increase in tax revenue. The third theme is the expansion of the tax base and strengthening of compliance, which emerges through studies on tax amnesty, audits, deterrence, trust, tax ethics, and policy consistency. The fourth theme is the digitization of tax services, which includes e-SPT, e-Filing, e-Billing, e-government, e-Invoicing, blockchain, technology adoption, data security, and user experience. The fifth theme is Coretax as an

integration phase, which in the literature is positioned as an integrated digital tax administration system that connects registration, reporting, payment, supervision, data validation, transparency, accountability, and tax business processes within a single system architecture.

Mapping the Phases of Tax Administration Reform

Based on findings in the literature, the evolution of tax administration reform can be mapped into several main phases. The first phase is the self-assessment phase, characterized by a shift from official assessment to a system that positions taxpayers as active participants in fulfilling their tax obligations. In the literature, this phase is associated with voluntary compliance, trust, tax knowledge, tax morality, perceptions of fairness, oversight, and sanctions. The second phase is the institutional modernization phase, characterized by the establishment of the Large Taxpayer Office, Medium Taxpayer Office, and Small Taxpayer Office; the strengthening of the DGT organization; and improvements in administrative capacity. The third phase is the phase of tax base expansion and enforcement, characterized by tax amnesty, tax rate reform, audits, fines, oversight of high-net-worth individuals, trusts, and tax ethics. The fourth phase is the phase of partial service digitization, which includes e-SPT, e-Filing, e-Billing, e-government, and e-Invoicing. The fifth phase is the phase of technology adoption and user readiness, which includes findings on perceived usefulness, perceived ease of use, trust, perceived enjoyment, digital literacy, internet access, and system reliability. The sixth phase is the phase of data-driven digital tax administration, associated with data analytics, real-time reporting, compliance monitoring, data exchange, and analytical capacity. The seventh phase is the system integration phase through Coretax, which in the literature is associated with service integration, payments, reporting, registration, oversight, third-party data, compliance risk management, business intelligence, document management, and digital tax administration governance.

Literature Review Phase	Main Focus	Representative Articles	Key Findings
Self-assessment	Taxpayer-Declaration-Based Compliance	Wijayanto & Vidyattama (2017); Fitdra & Inayati (2022)	Self-assessment forms the foundation of voluntary compliance, but requires literacy, tax ethics, oversight, and a simple system.
Institutional modernization	DJP capacity and administrative productivity	Brondolo et al. (2008); Eka (2019); Iswahyudi (2020); Hapsari & Putra (2025)	Institutional reform improves formal compliance, but does not always proportionally increase revenue.

Literature Review Phase	Main Focus	Representative Articles	Key Findings
Tax base expansion	Tax amnesty, audits, trust, enforcement	Hajawiyah et al. (2021); Kurniawan et al. (2019); Novita et al. (2024); Chan et al. (2023)	Tax amnesties expand the tax base, while audits, penalties, trusts, and tax ethics foster compliance.
Digitalization of services	e-SPT, e-Filing, e-Billing, e-government, e-Invoicing	Sutisna & Fachril (2023); Kusumawardhani et al. (2023); Rokhman et al. (2023); Farchan (2024)	Digitizing services reduces compliance costs, simplifies reporting, speeds up payments, and enhances auditability.
Technology Adoption	Ease of use, benefits, digital literacy, user experience	Mangoting et al. (2024); Asmah et al. (2025); Luthfiyati & Hariyanto (2025); Musah et al. (2026); Saptono & Khozen (2023)	The effectiveness of digital systems relates to trust, digital literacy, internet access, ease of use, and perceptions of fairness.
Digital tax administration	Data analytics, real-time reporting, compliance monitoring	Tambunan (2020); Mascagni et al. (2021); Nose & Mengistu (2023); D'Ornay et al. (2025); Duve & Schutte (2025)	Digital tax administration is associated with the digital economy, data analytics, data exchange, and institutional capacity.
Coretax	Tax administration system integration	Arianty (2024); Joselin et al. (2024); Sihombing (2025); Alifa & Ardiansyah (2026)	Coretax integrates registration, reporting, payment, monitoring, data validation, transparency, and accountability.

Thematic Data on the Relationship Between Reform, Digitalization, Data Integration, and Compliance

The literature review shows that the relationship between tax administration reform, tax system digitization, data integration, and taxpayer compliance manifests in several ways. First, administrative reform is presented as an institutional framework to strengthen the tax authority's capacity in service delivery, oversight, education, collection, and revenue management. Second, tax system digitization is presented as a tool to simplify procedures, reduce compliance costs, accelerate reporting, expedite payments, and decrease reliance on manual services. Third, data integration is presented as a mechanism enabling tax authorities to validate, match, analyze, and act upon information derived from taxpayers and other sources. Fourth, taxpayer compliance is presented not only as a result of digital systems but also as the outcome of a combination of trust, fairness, audit probability, tax morality, tax knowledge, sanctions, service convenience, and the authority of tax authorities. Fifth, the literature on e-Filing and e-Billing indicates that digital applications are associated with increased compliance through reporting and payment efficiency. Sixth, the literature on e-Invoicing and blockchain presents data regarding the need for security, transparency, validation, information integrity, and transaction auditability. Seventh, the literature on Coretax presents data showing that integrated systems are designed to reduce application fragmentation, strengthen transparency, enhance accountability, link NIK-NPWP, and consolidate multiple tax administration processes into a single platform. Eighth, international comparative literature presents data showing that the digitization of tax administration is related to the digital economy, real-time reporting, data analytics, compliance monitoring, and digital infrastructure readiness.

Synthesis of Data on Opportunities, Challenges, and Conceptual Gaps

The reviewed literature contains key data regarding the opportunities for transforming tax administration into an integrated digital system. The most frequently cited opportunities include administrative efficiency, data integration, reduced compliance costs, increased transparency, improved reporting accuracy, strengthened oversight, expansion of the tax base, and enhanced accountability. Coretax is presented in the literature as a system that promises to unify administrative processes, ranging from registration, reporting, payment, supervision, to data validation. The literature also contains data indicating that digital systems can strengthen trust through transparency and enhance oversight through data-driven supervision. On the other hand, identified challenges include technological infrastructure, human resource readiness, user resistance, cybersecurity, data quality, digital literacy, internet access, system reliability, legal certainty, and regulatory adaptation. The literature also indicates that digitization does not automatically lead to compliance if data is not actively utilized by tax authorities. A conceptual gap that emerges is the tendency of previous research to discuss tax administration reform in a partial, sectoral, and fragmented manner. Another gap is the lack of a robust synthesis that positions Coretax as the historical accumulation of self-

assessment, DGT modernization, tax base expansion, service digitization, data strengthening, and the demands of the digital economy. Thus, the key findings indicate an academic need to map Coretax as an integrative phase in the evolution of Indonesia's tax administration reform, without detaching it from previous reform phases.

Flowchart of Findings

The findings flowchart is described as follows:



The diagram summarizes the sequence of findings in the literature that position tax administration reform as a phased process. In the initial phase, self-assessment serves as the foundation for taxpayer compliance based on self-reporting. In the subsequent phase, institutional modernization of the DGT emerges through improvements in organization, business processes, and administrative capacity. Subsequently, tax base expansion and enforcement are implemented through tax amnesties, audits, penalties, tax trusts, tax ethics, and oversight. Partial service digitization then emerges through e-SPT, e-Filing, e-Billing, e-Government, and e-Invoicing. Subsequent literature highlights technology adoption as a factor related to ease of use, system benefits, digital literacy, internet access, and trust. International comparative literature highlights data-driven digital tax administration as a response to the digital economy, real-time reporting, compliance monitoring, and analytical capabilities. In the final stage, Coretax is presented as an integrated digital tax administration system that connects services, reporting, payments, registration, oversight, data validation, transparency, accountability, and tax administration governance.

DISCUSSION

1. *The Evolution of Tax Administration Reform from Self-Assessment to Integrated Digital Tax Administration*

Research findings indicate that the literature describes the evolution of tax administration reform as a gradual shift from a taxpayer-declaration-based

compliance system toward a digital tax administration system that is increasingly data-driven, focused on validation, and centered on system integration. In the early stages, self-assessment was positioned as the foundation of reform because taxpayers were empowered to calculate, pay, and report their own tax liabilities. However, the literature you provided demonstrates that self-assessment has contained ambivalence from the outset: on one hand, it represents the state's trust in taxpayers, but on the other hand, it creates opportunities for non-compliance when tax knowledge, tax ethics, system simplicity, oversight, and sanctions are not yet functioning optimally. Fitdra and Inayati (2022) emphasize that self-assessment can be a strength if supported by adequate literacy, morality, and system " ," but can become a weakness when the complexity of rules and opportunities for manipulation are not controlled. Wijayanto and Vidyattama (2017) demonstrate that Indonesia's tax reforms since 1983 have been aimed at replacing the legacy of the colonial system, strengthening the state's revenue base, and reducing fiscal dependence; however, the achievements of these reforms continue to face limitations in the long term. Thus, the answer to the first question is that the evolution of tax administration reform does not stem solely from technological change, but rather from the fundamental tension between trust in taxpayers and the state's need to strengthen oversight, validation, and the integration of tax data.

The subsequent phase in the literature shows that the shortcomings of self-assessment spurred the institutional modernization of the DGT through the establishment of modern tax offices, organizational strengthening, and improvements in administrative capacity. Brondolo et al. (2008) characterize the tax administration reforms of the 2001–2007 period as a combination of enforced collection and voluntary compliance, while Eka (2019) notes that the establishment of the Large Taxpayer Office, Medium Taxpayer Office, and Small Taxpayer Office has impacted individual taxpayer compliance but has not yet fully increased revenue proportionally. Iswahyudi (2020) expands on these findings by demonstrating that tax administration productivity remains low; thus, adding structural elements, human resources, and administrative inputs does not automatically generate revenue if business processes and data governance are not yet efficient. Subsequently, the literature shifts to the phase of tax base expansion through tax amnesties, audits, penalties, tax amnesties, and enforcement credibility. Hajawiyah et al. (2021) position tax amnesty as an instrument for expanding the tax base, while Kurniawan et al. (2019), Novita et al. (2024), and Chan et al. (2023) demonstrate that compliance effectiveness depends on audits, penalties, tax ethics, trust, and policy consistency. This series of studies indicates that administrative reform is shifting from issues of individual compliance toward institutional capacity, data expansion, and strengthened enforcement.

The digitization of tax services then became the next phase, demonstrating how technology is being used to reduce compliance costs, simplify procedures, and expedite interactions between taxpayers and tax authorities. Sutisna and Fachril (2023), Kusumawardhani et al. (2023), and Rokhman et al. (2023) demonstrate that e-Filing, e-Billing, e-SPT, and e-

government influence compliance by facilitating reporting, payment, and access to services. Farchan (2024) expands the digitalization phase by introducing blockchain-based e-Invoicing as a response to the need for security, transparency, auditability, and data integrity in VAT. However, digitalization at this stage remains partial because these applications address specific functions—such as reporting, payment, or invoicing—but have not yet integrated the entire tax administration business process. It is at this point that Coretax becomes an integrative phase, as Arianty (2024), Joselin et al. (2024), Alifa and Ardiansyah (2026), and Sihombing (2025) position it as a system that integrates registration, reporting, payment, supervision, data validation, transparency, accountability, and procedural certainty. The international literature cited, such as Tambunan (2020), Mascagni et al. (2021), Nose and Mengistu (2023), D’Ornay et al. (2025), and Duve and Schutte (2025), expand on this perspective by demonstrating that digital tax administration has become a global necessity in the face of the digital economy, data analytics, real-time reporting, and compliance monitoring. Thus, the significance of the first finding lies in the assertion that Coretax is not a standalone technological phenomenon, but rather the evolutionary culmination of the shortcomings of self-assessment, lessons from institutional reform, tax base expansion, service digitization, and the need for data integration.

2. The Relationship Between Administrative Reform, Tax System Digitization, Data Integration, and Taxpayer Compliance

Research findings indicate that the literature does not establish a linear or automatic relationship between tax administration reform, tax system digitization, data integration, and taxpayer compliance. This relationship is multidimensional because administrative reform provides an institutional and procedural framework, digitization provides technological tools, and data integration provides validation and oversight mechanisms, whereas taxpayer compliance is shaped by the interaction between convenience, trust, fairness, audit probability, tax morality, tax knowledge, sanctions, and the capacity of the authorities. Inasius (2018) demonstrates that compliance is influenced by reference groups, audit probability, tax knowledge, and perceptions of fairness; thus, administrative reform is not sufficient merely to change the system but must also address social, cognitive, and institutional factors. Fitdra and Inayati (2022) emphasize that the success of self-assessment depends on knowledge, tax morale, taxpayer attitudes, and system simplicity. Saptono and Khozen (2023) also demonstrate that compliance costs, simplicity, and trust in tax administration influence voluntary tax compliance. Thus, digitalization can only improve compliance if it reduces administrative burdens, strengthens trust, clarifies procedures, and enhances the authority’s capacity to manage compliance risks.

The relationship between digitalization and compliance is also evident in the literature discussing e-Filing, e-Billing, e-Tax Returns, e-Government, and e-Invoicing. Sutisna and Fachril (2023) demonstrate that e-Filing and e-Billing enhance compliance because taxpayers benefit from the ease of reporting and payment; in fact, their research findings indicate that these two instruments account for 62.4% of the variation in taxpayer compliance. Kusumawardhani et

al. (2023) demonstrate that e-SPT, e-Filing, e-Billing, and taxpayer attitudes influence MSME compliance, meaning that technology does not operate in isolation but is linked to user acceptance and attitudes. Farchan (2024) demonstrates that digitalization is also linked to the need for transaction validation and integrity through blockchain-based e-Invoices, meaning compliance issues concern not only convenience but also auditability and fraud prevention. In the context of Coretax, data integration serves as a critical bridge because it enables tax authorities not only to receive taxpayer reports but also to match, validate, analyze, and act on information across multiple sources. Mascagni et al. (2021) highlight that technology can enhance reporting and acceptance, but its effectiveness depends on the authorities' ability to leverage available data. Nose and Mengistu (2023) as well as Duve and Schutte (2025) also emphasize that digitization does not automatically improve compliance or revenue collection if it is not supported by infrastructure, digital literacy, governance, and staff capacity.

A review of the literature also shows that Coretax brings together two dimensions of compliance that are often discussed separately: trust and power. Alifa and Ardiansyah (2026) explain that Coretax strengthens trust through transparency, accountability, and ease of service, while power is strengthened through data integration and comprehensive oversight. Novita et al. (2024) demonstrate that trust in the government does not always directly increase compliance because its influence must be mediated by tax ethics. On the other hand, Kurniawan et al. (2019) and Chan et al. (2023) show that audits, fines, monitoring, and the probability of inspection remain crucial mechanisms in shaping compliance. This finding is significant because it indicates that the literature does not pit service and oversight against each other but positions them as two sides that must operate in tandem. Administrative reforms that emphasize service alone risk becoming ineffective if they lack validation and enforcement capacity, while reforms that emphasize oversight alone risk undermining legitimacy if they are not supported by fairness, transparency, and convenience. Thus, the significance of the second finding is that taxpayer compliance in digital administration arises from the interplay between service convenience, data quality, oversight capacity, institutional trust, and legal certainty.

3. Opportunities, Challenges, and Conceptual Gaps in the Transition to an Integrated Digital Tax Administration

Research findings indicate that the key opportunities for the transformation toward an integrated digital tax administration lie in the system's ability to unify business processes, expand the database, reduce compliance costs, improve reporting accuracy, enhance transparency, and develop risk-based oversight. In the literature, Coretax is positioned as a system capable of integrating registration, reporting, payment, and oversight into a single integrated digital platform. Joselin et al. (2024) describe Coretax as a system based on NIK-NPWP, big data, transparency, accountability, and business process efficiency, while Alifa and Ardiansyah (2026) emphasize that Coretax can strengthen perceived behavioral control through automated

guidance, real-time validation, and online service access. Arianty (2024) adds that Coretax promises efficiency, data integration, transparency, reporting accuracy, and improved compliance. International literature reinforces these opportunities by highlighting that digital tax administration, data analytics, real-time reporting, and compliance monitoring are integral components of modern tax administration. Thus, the primary opportunities identified are not merely the digitization of procedures, but a shift in administrative architecture toward a system that is more connected, data-driven, and capable of managing compliance more systematically.

However, the literature also highlights challenges that cannot be ignored. Arianty (2024) notes that the implementation of Coretax faces challenges related to infrastructure, human resource readiness, and user resistance. Sihombing (2025) points out that the digitization of tax administration must be supported by legal clarity, institutional capacity, enforcement strategies, and procedural certainty to ensure it does not remain merely a technology project. Mangoting et al. (2024) and Asmah et al. (2025) indicate that technology adoption is influenced by perceived usefulness, perceived ease of use, trust, performance expectancy, effort expectancy, digital literacy, internet access, and system reliability. These findings confirm that digital administrative transformation can create new compliance burdens if the system is difficult to use, unstable, procedurally unclear, or not supported by adequate education. Additionally, Farchan (2024) highlights that data security, auditability, information integrity, and the risk of cyberattacks are critical issues in digital tax administration. Thus, the challenges of Coretax are not merely technical but also relate to human readiness, institutional capacity, legal frameworks, trust, user experience, and data protection.

The most significant conceptual gap in the literature is the tendency of previous studies to address tax administration reform in a piecemeal, sectoral, and fragmented manner. Fitdra and Inayati (2022) discuss self-assessment and compliance; Brondolo et al. (2008), Eka (2019), and Iswahyudi (2020) emphasize institutional modernization and administrative efficiency; Hajawiyah et al. (2021), Kurniawan et al. (2019), and Novita et al. (2024) discuss tax amnesty, trust, and compliance, while Sutisna and Fachril (2023), Kusumawardhani et al. (2023), and Rokhman et al. (2023) discuss specific electronic systems regarding compliance. Other literature, such as Farchan (2024), Mangoting et al. (2024), Asmah et al. (2025), Tambunan (2020), D'Ornay et al. (2025), Nose and Mengistu (2023), and Duve and Schutte (2025) enrich the dimensions of technology, the digital economy, and global learning, but have not yet been fully integrated into an evolutionary framework for Indonesia. Arianty (2024), Joselin et al. (2024), Sihombing (2025), and Alifa and Ardiansyah (2026) do discuss Coretax, but most still focus on its opportunities, challenges, readiness, legal aspects, or initial impacts. Thus, the main contribution of this study is to construct a synthesis that positions Coretax as the result of a long evolution of tax administration reform, not merely a new information system. The novelty of the research lies in the construction of a narrative that connects trust-based compliance, administrative modernization, digital service adoption, behavioral

simplification, data integration, and institutional governance within a single scientific framework.

Significance, Contributions, Implications, and Limitations of the Study

The findings of this study are significant because they provide a more comprehensive perspective on Indonesia's tax administration reforms. Until now, tax reforms have often been discussed in the context of specific issues, such as self-assessment, taxpayer compliance, DGT modernization, tax amnesty, e-Filing, e-Billing, e-Invoicing, or Coretax. This study synthesizes these fragments into an evolutionary narrative demonstrating that tax administration reform progresses through historical, institutional, behavioral, technological, legal, and data integration phases. Its theoretical contribution lies in affirming that Coretax must be understood as a paradigm shift in administration—from declaration-based compliance toward data-driven digital tax governance. Its practical contribution is to provide a framework for tax authorities to understand that the success of Coretax is determined not only by the sophistication of the system but also by infrastructure readiness, digital literacy, data quality, legal certainty, public communication, taxpayer education, and staff capacity. In the fields of public sector accounting and tax administration, this study strengthens the discussion on how technology, data governance, and institutional legitimacy influence a country's fiscal accountability. Consequently, Coretax reforms should be directed not merely toward the digitization of procedures but toward the creation of a compliance ecosystem that integrates service, oversight, fairness, transparency, and taxpayer protection. The limitations of this study lie in its non-SLR literature review approach based on 31 selected articles; consequently, the results are conceptual and synthetic in nature and have not yet empirically tested the experiences of taxpayers, tax officials, or the actual performance of Coretax following full implementation.

CONCLUSIONS AND RECOMMENDATIONS

This study concludes that Indonesia's tax administration reform, as depicted in the literature, has evolved from a self-assessment-based compliance system toward an integrated digital tax administration system through Coretax. In the early phase, self-assessment served as a crucial foundation by positioning taxpayers as the primary actors in independently calculating, paying, and reporting their tax obligations. However, the literature indicates that this system cannot function optimally without being supported by tax knowledge, tax morale, perceptions of fairness, oversight, sanctions, and a simple administrative system. Reforms then moved toward institutional modernization of the DGT, expansion of the tax base, strengthening of oversight, and digitization of services through various applications such as e-SPT, e-Filing, e-Billing, e-government, and e-Invoicing. These developments demonstrate that partial digitalization can improve services and reduce compliance costs, but has not yet fully resolved issues of data fragmentation, disjointed business processes, and limited system interoperability. Coretax subsequently emerged in the literature as an integrative phase that seeks to

unify registration, reporting, payment, oversight, data validation, transparency, accountability, and tax administration governance within a single integrated digital system.

The main contribution of this study lies in the development of a conceptual synthesis that positions Coretax not merely as a tax technology application, but as the result of a historical accumulation of various phases of tax administration reform in Indonesia. This study demonstrates that tax administration reform cannot be understood in isolation from the interrelated aspects of taxpayer behavior, tax authority institutions, fiscal policy, digital systems, administrative law, and data governance. By adopting an evolutionary approach to the literature, this study contributes to the fields of tax administration, public sector accounting, and fiscal governance by clarifying how taxpayer compliance is increasingly shifting from declaration-based compliance toward data-driven digital tax governance. Another conceptual contribution is the assertion that the success of digital tax administration depends not only on technological sophistication but also on data quality, infrastructure readiness, digital literacy, legal certainty, system security, trust, fairness, and institutional capacity. In an academic context, the results of this study can serve as a foundation for developing conceptual models of digital tax administration reform in developing countries. In a practical context, these findings can help tax authorities understand that Coretax must be managed as a transformation of the administrative ecosystem, not merely as an information system migration.

A recommendation for future research is to expand this study through an empirical approach so that the conceptual findings derived from the literature review can be tested in the practice of tax administration. Future research could employ a quantitative approach to examine the impact of Coretax on taxpayer compliance, compliance costs, perceived ease of use, trust, service quality, and user satisfaction with the system. Qualitative research is also important to explore the experiences of taxpayers, tax consultants, DGT employees, and other stakeholders in navigating the transition toward an integrated digital tax administration system. Additionally, future research could use a case study approach to assess how Coretax implementation unfolds across different types of taxpayers, such as individual taxpayers, MSMEs, corporate taxpayers, and strategic taxpayers. Cross-country comparative studies can also be conducted to compare Indonesia's experience with that of other developing countries currently building data-driven tax administration and system integration. Thus, further research can not only strengthen the conceptual findings in this article but also provide empirical evidence regarding the effectiveness, challenges, and real-world impacts of Coretax on Indonesia's tax governance.

Future research is also encouraged to pay special attention to the risks and limitations of digital transformation in tax administration. Issues such as cybersecurity, taxpayer data protection, system reliability, the quality of NIK-NPWP integration, the validity of third-party data, and the potential for a digital divide need to be examined in greater depth. This is important because a

digital tax administration that places too much emphasis on efficiency can create new problems if it is not accompanied by the protection of taxpayer rights, procedural transparency, and clear accountability mechanisms. Additionally, future research could develop an evaluation model for Coretax's success that measures not only formal compliance but also material compliance, increased revenue, reduced disputes, the effectiveness of oversight, service quality, and perceptions of administrative fairness. Research could also examine whether Coretax is truly capable of reducing information asymmetry between taxpayers and tax authorities, or whether it instead creates a new form of dependency on the quality of the digital system. With this direction, the research agenda on Indonesia's tax administration reform can evolve from conceptual analysis toward stronger, more critical, and more relevant empirical evaluations for strengthening the country's fiscal governance.

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