

The Digital Tool for Assuring the Documents Submission - Receiving Process for the State Tax Service

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Abstract. Digitization has become essential in modern society, transforming the way we live, work, and interact. The state institutions, including those in the Republic of Moldova, are no exception to this process, being faced with the need to adapt and transform to meet new technological requirements and rigors. The Republic of Moldova has developed digitization plans to support this modernization process, ensuring an efficient and effective transition to a digital environment.

However, some challenges and issues still need to be addressed, including within the State Tax Service. Among them is the need to improve and optimize the process of submitting and receiving applications, thus reducing the processing time and facilitating the interaction between the institution and taxpayers. The present research describes some aspects of the development of a digital tool for solving the aforementioned problem within STS.

The field in which the present research is related to the engineering sciences, in particular: computer science, information and communication technologies, software engineering, the development and implementation of software products, and the development of software modules able to support the activity of public services in various state institutions.