

# **Factors That Affect The Level of Taxpayer Compliance (Empirical Study of Taxpayer on Employees of PT. Hidup Makmur Terencana)**

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**Abstrak**– *This study aims to examine whether the factors that influence the level of taxpayer compliance (taxpayer empirical study on employees of PT. Hidup Makmur Terencana).*

*This research uses descriptive quantitative approach, which is measured using multiple linear regression-based methods with SPSS 25. The population of this study were all employees of PT. Hidup Makmur Terencana. The sample was determined based on the convenience sampling method, with a sample size of 100 employees.*

*The research results prove that the variable understanding of tax regulations has a partially significant effect on the level of taxpayer compliance, the effectiveness of the tax system has a partially significant effect on the level of taxpayer compliance, the quality of tax services has a partially significant effect on the level of taxpayer compliance and understanding of tax regulations, system effectiveness. taxation, the quality of taxation services simultaneously has a significant effect on the level of taxpayer.*

**Key Word:** *Understanding Tax Regulations, Tax System Effectiveness, Tax Service Quality, Taxpayer Compliance*

## **PRELIMINARY**

Taxes are compulsory contributions to a state that is compelling, where these contributions are regulated in the tax law. The remuneration received for tax payments is indirectly received by taxpayers and contributions that have been paid by taxpayers are used by the government for the benefit of the state. As with this definition, the tax contribution that has been paid is used for utilization in the form of infrastructure and utilization in other fields where the benefits can be felt both for the taxpayer itself and for other people who use it.

In Indonesia, taxes are the largest source of state revenue. It was noted that the target of state revenue originating from taxes reached more than Rp.1,700 trillion in 2019. Therefore, the government, in this case the tax authorities, needs to provide a stimulus to increase taxpayer compliance so that future revenue realization can be achieved or even exceed the target that has been set. Taxpayer compliance is an event where the taxpayer fulfills all tax obligations attached to it. Compliance is an important part of increasing the achievement of taxes that have been realized. To improve compliance, there are 2 factors that affect, which is, Taxpayer compliance must be based on the intention of the taxpayer to be able to fulfill their tax obligations and to fulfill their tax obligations, the existing tax regulations must be as easy as possible because the easier it is for taxpayers to fulfill their tax obligations, the taxpayer compliance will be fulfilled properly.

There are several factors that encourage taxpayer compliance to be able to meet tax obligations, including understanding taxpayer regulations, the effectiveness of the tax system, and the quality of tax services. During its development, the taxation system in Indonesia has undergone many changes. The change

in the taxation system from an official assessment system to a self-assessment system encourages taxpayers to play an active role in creating a better tax environment. The active role played by taxpayers such as registering themselves as taxpayers, filling and submitting notification letters, calculating the amount of tax owed and paying it to the state treasury. To support the active role of taxpayers, the tax system in Indonesia is currently integrated and online-based. With this tax system update, it is hoped that it will encourage taxpayers to comply in reporting their tax obligations. The last factor is the quality of services provided by the tax authorities. The services provided by the tax authorities are an important factor to improve taxpayer compliance.

Research conducted by Mahfud, Muhammad Arfan, and Syukriy Abdullah (2017) suggests that the taxpayer's understanding of tax regulations affects the level of taxpayer compliance, whereas the quality of tax services does not affect the level of taxpayer compliance. Research conducted by Mohammad Choirul Anam, Rita Andini and Hartono (2018) shows that taxpayer services have an effect on the level of taxpayer compliance. Other research conducted by Wulandari Agustiningasih (2016) shows that there is an influence between the application of the taxation system using e-filing on the level of taxpayer compliance. Based on what has been described, the researcher is interested in raising the research problem with the title **“Factors That Affect The Level of Taxpayer Compliance (Empirical Study of Taxpayer on Employees of PT. Hidup Makmur Terencana)”**.

## **THEORITICAL REVIEW**

### ***Theory of Reasoned Action***

In this study, using Theory of Reasoned Action developed by Fishbein and Ajzen. This theory explains the relationship between beliefs, attitudes, norms, goals, and individual behavior. Based on the Theory of Reasoned Action model, a person's behavior is determined by the purpose of it behavior. There are three components of Theory of Reasoned Action, (e.g. behavioral intentions, attitudes, and subjective norms). To be associated with this research, Theory of Reasoned Action can explain the behavior of taxpayers in fulfilling their tax obligations.

### **Attribution Theory**

To support Theory of Reasoned Action, this study also adds attribution theory. This theory is a theory put forward by Fritz Heider which was later developed by Harold Kelly. According to Santi, behavior that is caused internally is behavior that is believed to be under the control of an individual's personality, such as personality traits, awareness, and abilities, while external behavior is caused by external influences such as tools or social influences from others. As is known by someone in making a choice, that person usually uses the instinctive attitude that exists in him or follows a trend that develops in the community.

### **Taxpayer Compliance**

Compliance can be defined as an attitude that follows or lives according to the applicable rules. By using a self-assessment system, taxpayers are given facilities where taxpayers are responsible for determining their own tax obligations, then pay in real time until they report their ATR (Annual Tax Return).

Imelda (2014) describes the definition of tax compliance as input and reporting on time the required information, filling in the correct amount of tax owed and paying taxes on time without coercion. Norman D. Nowak put forward the term taxpayer compliance as "a climate" of compliance and awareness of taxation compliance is reflected in the following situation (Devano in Supadmi, 2009):

1. Taxpayers understand or try to understand all the provisions of tax laws and regulations.
2. Fill out the tax form completely and clearly.
3. Calculating the amount of tax owed correctly.
4. Pay taxes owed on time.

## **Understanding of Tax Regulations**

Pemahaman Taxpayer's understanding of taxation regulations is the taxpayer's way of understanding existing tax regulations (Hardiningsih, 2011). Taxpayers who do not understand tax regulations will tend to be disobedient to pay taxes. Meanwhile, taxpayers who understand tax regulations will tend to obey to pay taxes. Taxpayers who have a high level of knowledge about taxation will usually carry out the rules that apply in the tax law. Knowledge and understanding of tax regulations are in line with attribution theory. Attribution theory explains that knowledge and understanding are internal causes that can affect the perception of taxpayers in making decisions regarding taxpayer compliance behavior in carrying out tax obligations.

## **Tax System Effectiveness**

The system that has been established by the tax authorities should be used by all taxpayers. By using the taxation system, it is hoped that taxpayers will get facilities such as registering TIN (Taxpayer Identification Number) using e-Registration, paying taxes using e-payments and reporting ATR (Annual Tax Return) with e-Filing. The system established by the DGT (Directorate General of Taxation) also functions to reduce tax evasion and evasion, so that it will lead to assumptions to the public that the DGT as a tax collector for the Indonesian public is free from corruption. Thus, taxpayers will have a good perception of the system established by the tax authority, so that it will increase taxpayer compliance. In attribution theory it can be explained that the perception of the effectiveness of the taxation system is an external cause of individuals in making decisions about whether or not they comply with paying taxes.

## **Tax Service Quality**

Service quality is service that provides satisfaction to taxpayers and remains within the limits of meeting accountable service standards (Hardiningsih, 2011). With the optimal quality of tax services provided by tax officials, it will increase the willingness to pay taxes, because taxpayers feel that they are given satisfactory service by tax officials when handling matters relating to taxation. This is in line with the theory of reasoned action, where taxpayers will increase compliance in paying taxes if they get quality service from tax officials, but taxpayers will not comply with paying taxes if taxpayers are not given optimal service by tax officials.

## **Relationship Between Variables and Hypothesis Development**

### **- The Effect of Understanding Tax Regulations on Taxpayer Compliance**

Knowledge and understanding of tax regulations are in line with attribution theory. Attribution theory explains that knowledge and understanding are internal causes that can affect the perception of taxpayers in making decisions about taxpayer compliance behavior in carrying out tax obligations. According to Santi (2012), behavior that is caused internally is behavior that is believed to be under the control of an individual's personality, such as personality traits, awareness, and abilities. In a study conducted by Utami, et al. (2012) found that knowledge and understanding of tax regulations have a positive effect on the level of taxpayer compliance. The same thing is also explained by the research of Widayati and Nurlis (2010), Nugroho (2012), Masuroh (2013) that knowledge and understanding of taxation regulations have a significant effect on willingness to pay taxes, awareness of paying taxes and taxpayer compliance. Different research results were suggested by Putri (2013) and Hardiningsih (2011) where knowledge and understanding of tax regulations had no effect on compliance and willingness to pay taxes. From the above statement, it can be hypothesized about the effect of knowledge and understanding of tax regulations on taxpayer compliance. The proposed hypothesis is:

**H<sub>1</sub> : Knowledge and understanding of tax regulations have a positive effect on taxpayer compliance.**

### **- The Effect of Tax System Effectiveness on Taxpayer Compliance**

In attribution theory, it can be explained that the perception of the effectiveness of the tax system is an external cause of individuals in making decisions about whether to comply or not pay taxes. External behavior according to Santi (2012) is caused by external influences such as equipment or social influences

from other people. This means that each individual will be forced to do this behavior if influenced by the situation. In a study conducted by Nugroho (2012), it was found that the perception of the effectiveness of the taxation system had a positive effect on awareness of paying taxes. Different research results are explained by Widayati and Nurlis (2010), Hardiningsih (2011) and Utami, et al. (2012) where the perception of the effectiveness of the taxation system has no effect on the willingness to pay taxes and taxpayer compliance. From the above statement, a hypothesis can be drawn regarding the effect of perceptions on the effectiveness of the tax system on taxpayer compliance. The proposed hypothesis is:

**H<sub>2</sub> : Perceptions of the effectiveness of the taxation system have a positive effect on taxpayer compliance.**

**- The Effect of Tax Service Quality on Taxpayer Compliance**

With the optimal quality of taxation services provided by tax officials, it will increase the willingness to pay taxes, because taxpayers feel that they are given satisfactory service by tax officials when managing matters relating to taxation. This is in line with the theory of reasoned action, where taxpayers will increase compliance in paying taxes if they get quality service from tax officials, but taxpayers will not comply with paying taxes if taxpayers are not given optimal service by tax officials. In the research Hardiningsih (2011) and Indriyani (2014) found that service quality has a positive effect on the willingness to pay taxes and taxpayer reporting compliance. The results of the same study were also conducted by Utami, et al. (2012) and Nugroho (2012) stated that service quality has a positive effect on taxpayer compliance and awareness of paying taxes. Research conducted by Masruroh (2013) found that service quality has no effect on taxpayer compliance. From the above statement, a hypothesis can be drawn about the effect of service quality on taxpayer compliance. The proposed hypothesis is:

**H<sub>3</sub> : The quality of taxation services has a positive effect on taxpayer compliance.**

**- The Influence of Understanding Taxation Regulations, Tax System Effectiveness, Quality of Taxation Services on Taxpayer Compliance**

According to As'ari (2018), Susmita (2016) and Aryati (2016) who show that with an understanding of good tax regulations and being able to use an effective tax system and quality taxation services from the tax authorities, it will increase taxpayer compliance to report tax reports. correctly and on time. If the taxpayer already has an understanding of tax regulations, uses the tax system as effectively as possible and the tax authorities provide quality taxation services, the taxpayer's compliance to report their tax obligations will increase. From the above statement, it can be drawn a hypothesis regarding the influence of understanding tax regulations, the effectiveness of the tax system, the quality of tax services on taxpayer compliance. The proposed hypothesis:

**H<sub>4</sub> : Understanding tax regulations, tax system effectiveness and service quality have a positive effect on taxpayer compliance.**

### **Conceptual Framework**

A frame of mind or frame of mind is the rationale for research which is synthesized from several facts, observations, and literature review. In the research framework, the research variables are explained in more depth and are more relevant to the problem under study, so that they can be used as a basis for research. (Ismail Nurdin and Sri Hartati, 2019).

In this study, the independent variable used is the understanding of tax regulations, the effectiveness of the tax system and the quality of taxation services, while the dependent variable used in this study is taxpayer compliance.

The conceptual framework presented below is an illustration of how the testing of variables is carried out. The direct line in the figure shows the partial effect of the independent variable on the dependent

variable, while the indirect line shows the simultaneous influence between the independent variable and the dependent variable.

The conceptual framework in this study is as follows:

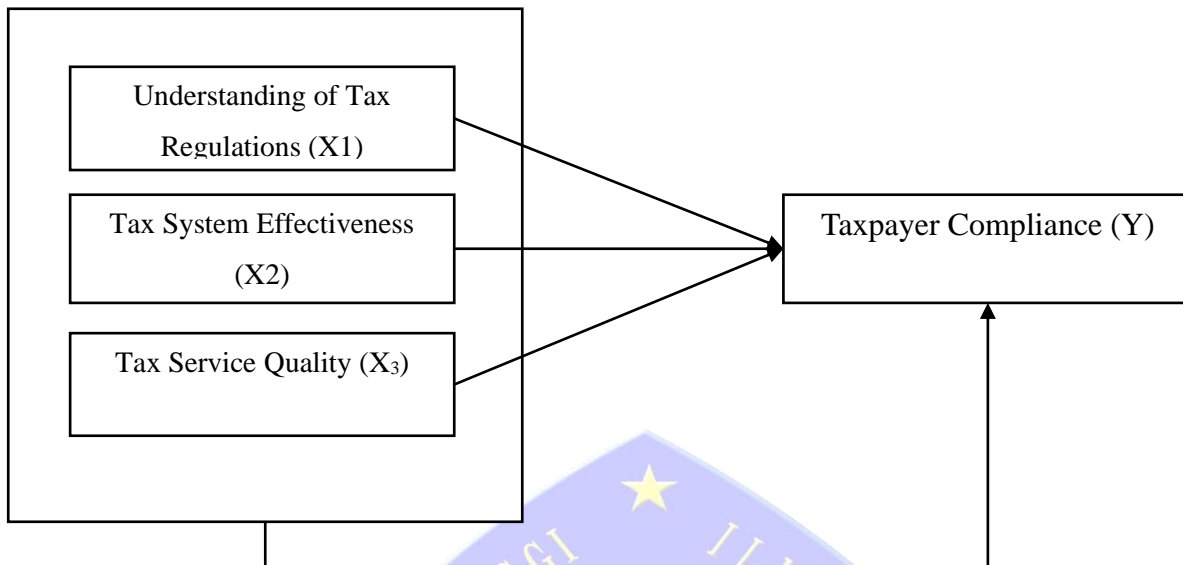


Figure 2.1. conceptual framework

**Information :**

- X1 : Understanding of Tax Regulations
- X2 : Tax System Effectiveness
- X3 : Tax Service Quality
- Y : Taxpayer Compliance



**RESEARCH METHODS**

**Research Strategy**

The research method is a scientific way to obtain data with specific purposes and uses (Sugiyono, 2014). The research method used in this research is quantitative method. Systematic research of the parts and their relationships. This research is used to develop and use mathematical models, theories and / or hypotheses related to natural phenomena that occur. Quantitative research also uses the measurement process, the measurement process is an important part of this research because it provides a fundamental relationship between empirical observations and systematic expression of quantitative relationships. For decision making, the influence of the independent variable on the dependent variable is used multiple linear regression analysis.

**Population and Sample**

The population in this study were all employees of PT. Hidup Makmur Terencana where the sample in this study were 100 people and were employees of PT. Hidup Makmur Terencana which has a taxpayer identification number.

**Operationalization of Variable**

The operationalization of variables is measured based on the criteria previously determined by the researcher and in combination with the criteria that have been used in previous researchers.

Table 3.1  
Operationalization of Research Variables

No	Variable	Indicator
1	Obedience (Y) (Anam, 2018)	Respondents register themselves as taxpayers.
		Respondents filled out and reported ATR in accordance with applicable regulations.
		Respondents pay their tax obligations in accordance with what should be paid.
2	Understanding of Tax Regulations (X1) (Agustiningsih, 2016)	Information received by respondents regarding tax regulations is easy to obtain.
		Respondents know the benefits of fulfilled tax obligations.
		Respondents know the calculation method, filling SPT.
		Respondents understand the applicable tax sanctions.
3	Tax System Effectiveness (X2) (Agustiningsih, 2016)	Tax payment system conducted by respondents.
		Tax reporting system conducted by respondents.
		Notification system regarding the latest regulations.
		Taxpayer identity ownership registration system by respondents.
4	Tax Service Quality (X3) (Mahfud, 2017)	Service attitude of tax service office employees
		Knowledge of taxation of tax service office employees
		Supporting facilities for tax services by remote tax service office employees
		Respondents feelings about tax services provided by tax service office employees

**Research result**

**Validity and Reliability Test Results**

**Validity test**

Table 4.5  
Validity Test Results: Taxpayer Compliance

Question	$r_{count}$	$r_{table}$	Significance Value	Information
Y1	0.870	0.1966	0.000	Valid
Y2	0.716	0.1966	0.000	Valid
Y3	0.863	0.1966	0.000	Valid
Y4	0.846	0.1966	0.000	Valid
Y5	0.918	0.1966	0.000	Valid
Y6	0.838	0.1966	0.000	Valid
X11	0.877	0.1966	0.001	Valid
X12	0.844	0.1966	0.000	Valid

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X13	0.859	0.1966	0.000	Valid
X14	0.908	0.1966	0.000	Valid
X15	0.817	0.1966	0.000	Valid
X16	0.897	0.1966	0.000	Valid
X17	0.884	0.1966	0.000	Valid
X21	0.807	0.1966	0.000	Valid
X22	0.838	0.1966	0.000	Valid
X23	0.785	0.1966	0.000	Valid
X24	0.797	0.1966	0.000	Valid
X25	0.793	0.1966	0.000	Valid

Table 4.7  
Validity Test Results: The Effectiveness of the Taxation System

Question	$r_{count}$	$r_{table}$	Significance Value	Information
X21	0.807	0.1966	0.000	Valid
X22	0.838	0.1966	0.000	Valid
X23	0.785	0.1966	0.000	Valid
X24	0.797	0.1966	0.000	Valid
X25	0.793	0.1966	0.000	Valid
X31	0.864	0.1966	0.000	Valid
X32	0.850	0.1966	0.000	Valid
X33	0.782	0.1966	0.000	Valid
X34	0.853	0.1966	0.000	Valid
X35	0.867	0.1966	0.000	Valid
X36	0.847	0.1966	0.000	Valid

( Source: SPSS version 25.0 test results

Of all the statements submitted to describe the dependent and independent variables. It is known that the rcount value is greater than the rtable and has a smaller significance value than the specified significance level, which is 0.05. Based on these results, it can be concluded that the ten statements proposed to describe each of the dependent and independent variables are valid and can be used in research.

**Reliability Test Results**

Table 4.9  
Reliability Test Results: Taxpayer Compliance

<b>Question Item</b>	<b>Cronbach's Alpha Count</b>	<b>Cronbach's Alpha</b>	<b>Information</b>
Y1	0.898	0.60	Reliabel
Y2	0.925	0.60	Reliabel
Y3	0.900	0.60	Reliabel
Y4	0.903	0.60	Reliabel
Y5	0.888	0.60	Reliabel
Y6	0.904	0.60	Reliabel
X11	0.937	0.60	Reliabel
X12	0.940	0.60	Reliabel
X13	0.938	0.60	Reliabel
X14	0.933	0.60	Reliabel
X15	0.944	0.60	Reliabel
X16	0.934	0.60	Reliabel
X17	0.936	0.60	Reliabel
X21	0.835	0.60	Reliabel
X22	0.822	0.60	Reliabel
X23	0.840	0.60	Reliabel
X24	0.838	0.60	Reliabel
X25	0.839	0.60	Reliabel
X31	0.900	0.60	Reliabel
X32	0.899	0.60	Reliabel
X33	0.911	0.60	Reliabel
X34	0.898	0.60	Reliabel
X35	0.896	0.60	Reliabel
X36	0.903	0.60	Reliabel

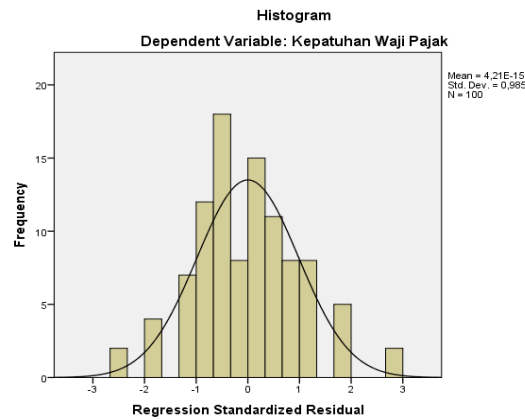
(Source: SPSS version 25.0 test results)

Of all the statements submitted to describe the dependent and independent variables. It is known that the calculated Alpha Cronbach value is greater than the specified Alpha Cronbach value, which is 0.60. Based on these results, it can be concluded that the ten statements proposed to describe each of the dependent and independent variables are reliable and can be used in research.



**Classic assumption test**  
**Classical Normality Assumption Test**

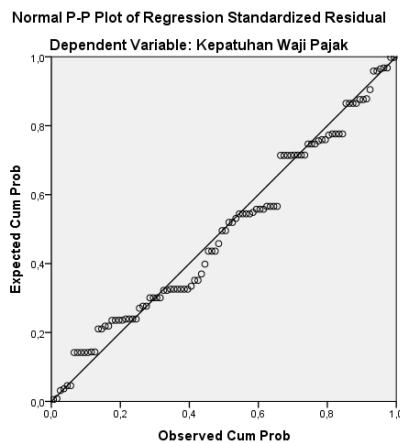
**Figure 4.1**  
**Test Results Classical Normality Assumptions: Histogram**



Source: SPSS version 25.0 test results

From the picture presented shows that the graph is bell-shaped, symmetrical, its shape is unified, and can be expanded to infinity. Therefore, it can be concluded that the variables used in this study are normally distributed. The next test is by looking at the normal probability plot graph which is presented in the figure below.

**Figure 4.2**  
**Results of Classical Normality Assumption Test:**  
**Normal Probability Plot**

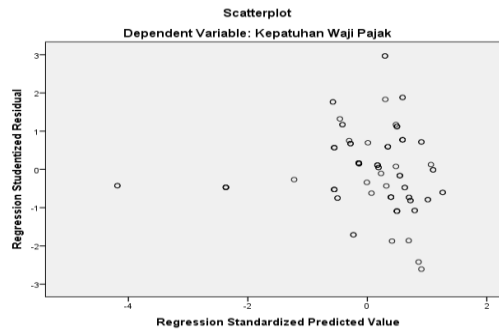


Source: SPSS version 25.0 test results

Based on the Normal P-Plot graph in the image above, it can be seen that the distribution of the points on the graph is around the diagonal line and follows the direction of the diagonal line. Therefore, it can be concluded that this study fulfills the normal distribution criteria.

**Heteroscedasticity Classical Assumption Test**

**Figure 4.3**  
**Heteroscedasticity Classical Assumption Test Results: Scatterplots Graph**



Source: SPSS version 25.0 test results

Based on the test results above, it is known that the points are randomly spread over and above the Y axis in the scatterplots graph. Based on these results, it can be concluded that the null hypothesis is accepted and the alternative hypothesis is rejected, which means that there are no symptoms of heteroscedasticity in this study.

**Multicollinearity Classical Assumption Test**

Table 4.13  
Multicollinearity Classical Assumption Test Results  
**Coefficients<sup>a</sup>**

Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
X1	,186	5,378
X2	,193	5,170
X3	,160	6,251

a. Dependent Variable: Y

Source: SPSS version 25.0 test results

From the description that has been presented above, it can be seen that all tested variables have a tolerance value greater than 0.1 and have a variance inflation factor value smaller than 10. Thus, the null hypothesis is accepted and the alternative hypothesis is rejected, so it can be concluded that there are no multicollinearity symptoms in this research.

**Hypothesis Test Results**

**Partial Hypothesis Test Results**

Table 4.14  
Hypothesis Testing Results  
Coefficients<sup>a</sup>

Model		T	Sig.
1	(Constant)	,229	,765
	X1	5,887	,000
	X2	6,999	,000
	X3	3,263	,002

a. Dependent Variable: Y

(Source: SPSS version 25.0 test results)

In the results of hypothesis testing between the understanding of tax regulations on taxpayer compliance, it is known that the significance value of the variable understanding of tax regulations is 0.000 with a value tcount value of 5,887. Based on these results, it can be concluded that the null hypothesis is rejected and the alternative hypothesis is accepted, which means that there is a partial influence between the understanding of tax regulations on employee taxpayer compliance in PT. Hidup Makmur Terencana.

In the results of hypothesis testing between the effectiveness of the tax system on taxpayer compliance, it is known that the significance value of the tax system effectiveness variable is 0.000 with a tcount value of 6,999. Based on these results, it can be concluded that the null hypothesis is rejected and the alternative hypothesis is accepted, which means that there is a partial influence between the effectiveness of the taxation system on employee taxpayer compliance in PT. Hidup Makmur Terencana.

In the results of testing the hypothesis between the quality of tax services on taxpayer compliance, it is known that the significance value of the tax service quality variable is 0.002 with a tcount value of 3.263. Based on these results, it can be concluded that the null hypothesis is rejected and the alternative hypothesis is accepted, which means that there is a partial influence between the quality. of taxation services on employee taxpayer compliance in PT. Hidup Makmur Terencana.

**Simultaneous Hypothesis Testing**

Table 4.15  
Simultaneous Hypothesis Testing Results  
ANOVA<sup>a</sup>

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1104,935	3	368,312	435,578	,000 <sup>b</sup>
	Residual	81,175	96	,864		
	Total	1186,110	96			

a. Dependent Variable: Y

b. Predictors: (Constant), X3, X2, X1

(Source: SPSS version 25.0 test results)

In the results of hypothesis testing between the understanding of tax regulations, the effectiveness of the tax system and the quality of tax services on taxpayer compliance, it is known that the significance value of the tax service quality variable is 0.000 with an Fcount value of 435.578. Based on these results, it can be concluded that the null hypothesis is rejected and the alternative hypothesis is accepted, which means that there is a simultaneous influence between the understanding of taxation regulations, the effectiveness of the taxation system and the quality of tax services on the compliance of employee taxpayers PT. Hidup Makmur Terencana.

**Coefficient of Determination**

Table 4.16  
Results of Determination Coefficient Testing  
**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,965 <sup>a</sup>	,932	,929	,920

a. Predictors: (Constant), X3, X2, X1

b. Dependent Variable: Y

(Source: SPSS version 25.0 test results)

From the test results that have been done, it is known that the R-Square value is 0.932 or equal to 93.2%. This means that the dependent variables studied, namely the understanding of tax regulations, the effectiveness of the tax system and the quality of tax services, affect the level of taxpayer compliance by 93.2%. The remaining 6.8% is influenced by other factors that are not explained in the study.

**Multiple Linear Regression Results**

$$TC = 0.221 + 0.296UTR + 0.535ETS + 0.219QTS$$

**Information**

- TC : Taxpayer Compliance
- UTR : Understanding Tax Regulations
- ETS : Effectiveness of the Tax System
- QTS : Quality of Tax Services

From the regression equation presented above, it can be seen that the constant value is 0.221 which means, if the variable understanding of taxation regulations, the effectiveness of the taxation system and the quality of taxation services is considered constant or zero, the value of the taxpayer compliance level will be 0.221. If the variable understanding of taxation regulations is 1 unit and the variable of the effectiveness of the taxation system and the quality of taxation services is considered constant or zero, the taxpayer compliance variable will increase by 0.296 units. If the tax system effectiveness variable is 1 unit and the tax regulation understanding variable and the quality of taxation service are constant or zero, the taxpayer compliance variable will increase by 0.535 units. If the quality of taxation services is 1 unit and the variable understanding of tax regulations and the effectiveness of the tax system is considered constant or zero, the taxpayer compliance variable will increase by 0.219 units.

**Discussion**

**- The effect of understanding tax regulations on taxpayer compliance**

In table 4:13 which is the result of testing the hypothesis partially between the independent variable on the dependent variable. It is known that the significance value of the variable understanding of tax regulations is 0.000 with a tcount of 5.887. This is in line with research conducted by As'ari and Agustiningsih which states that there is a significant influence between the understanding of tax regulations on taxpayer compliance. Knowledge in terms of tax regulations can be interpreted as something that is known by taxpayers about the existing regulations in taxation. Not only rights, the applicable tax regulations also contain what tax obligations are, how these tax obligations must be fulfilled, as well as administrative sanctions to obtain if the taxpayer does not carry out tax obligations properly and correctly. In this study, the understanding of tax regulations has a positive effect on the

level of taxpayer compliance, this means that the higher the taxpayer understands the applicable taxation regulations, the more taxpayer compliance will be to fulfill their tax obligations.

**- Effect of tax system effectiveness on taxpayer compliance**

Table 4:13 is the result of testing the hypothesis partially between the independent variable and the dependent variable. In the results of hypothesis testing between the effectiveness of the taxation system on taxpayer compliance, it is known that the significance value of the tax system effectiveness variable is 0.000 with a t-count value of 6,999. Based on these results, it can be concluded that the null hypothesis is rejected and the alternative hypothesis is accepted, which means that there is a partial influence between the effectiveness of the tax system on employee taxpayer compliance at PT. Hidup Makmur Terencana. Taxpayer satisfaction with the taxation system can be measured by the absence of complaints from taxpayers and the system can be said to be effective if the majority of taxpayers have used the system a lot. For example, taxpayers can create taxpayer identification numbers online by using the e-Registration menu. Then taxpayers can pay taxes via e-Payment and report notification letters through e-Filing without having to come and queue to the tax service office. External behavior is caused by outside influences such as tools or social influences from other people. Thus, each individual will be forced to perform these behaviors if influenced by the situation. Advances in technology make it easier for taxpayers to be able to carry out tax obligations easily and quickly. Before implementing the electronic taxation system, taxpayers must pay and report their tax obligations manually to the tax service units in each region. This is very time consuming because taxpayers must visit the tax service unit independently.

**- The influence of tax service quality on taxpayer compliance**

Table 4:13 is the result of testing the hypothesis partially between the independent variable and the dependent variable. In the results of testing the hypothesis between the quality of tax services on taxpayer compliance, it is known that the significance value of the tax service quality variable is 0.002 with a tcount of 3.263. Quality means a dynamic condition that can affect products, services, people, processes and the environment that meet or exceed expectations. Meanwhile, service in the large Indonesian dictionary explains that service has the meaning of serving the needs of others. While service has the meaning as a process or sequence of activities that occur in direct interaction between a person and another person or a physical machine, and provides customer satisfaction. In this study, the quality of tax services has a positive effect on taxpayer compliance, this means that the higher the quality of taxation services, the more taxpayer compliance will be. With the optimal quality of tax services provided by tax officials, such as providing information on tax regulations, providing taxpayer satisfaction-oriented services, quickly resolving taxpayer tax problems and so on, it will increase taxpayer compliance to carry out tax obligations.

**Conclusion**

Based on the results of the analysis and discussion that has been done, the authors conclude the results of the analysis in the study as follows:

1. Based on these results, it can be concluded that the null hypothesis is rejected and the alternative hypothesis is accepted which means that there is a partial influence between the understanding of tax regulations on employee taxpayer compliance at PT. Hidup Makmur Terencana with the significance value of the variable understanding of taxation regulations of 0.000 with tcount value amounting to 5,887.
2. Based on these results, it can be concluded that the null hypothesis is rejected and the alternative hypothesis is accepted which means that there is a partial influence between the effectiveness of the tax system on employee taxpayer compliance at PT. Hidup Makmur Terencana and that the significance value of the tax system effectiveness variable is 0.000 with a value tcount is 6,999.
3. Based on these results, it can be concluded that the null hypothesis is rejected and the alternative hypothesis is accepted which means that there is a partial influence between the quality of tax services on employee taxpayer compliance at PT. Hidup Makmur Terencana with the significance value of the variable tax service quality of 0.002 with a t value. tcount of 3,263.

4. Based on these results, it can be concluded that the null hypothesis is rejected and the alternative hypothesis is accepted which means that there is a simultaneous influence between the understanding of taxation regulations, the effectiveness of the tax system and the quality of tax services on the compliance of employee taxpayers at PT. Hidup Makmur Terencana with the significance value of the variables tax service quality of 0.000 with a value of Fcount of 435.578.

### **Suggestion**

Based on the above conclusions, the writer tries to put forward some suggestions obtained from the results of the research and also the discussion that has been done to the parties that have benefits for this research:

1. Taxpayers pay attention to their tax obligations so that they are not subject to sanctions for their negligence in fulfilling tax obligations.
2. For Fiskus, this research can be a reference to continue to be able to provide an understanding of tax regulations to taxpayers, develop and optimize the tax system and improve service quality so that the awareness of taxpayers to report tax obligations increases.
3. Future researchers should use a different proxy. Because the previous authors and authors used a proxy for understanding tax regulations, the effectiveness of the tax system and the quality of taxation services, it is hoped that further researchers can develop and enrich theories and be able to conduct research using different proxies.



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