# The Influence of Understanding, Taxation Sanction, and Level of Trust in Government for Taxpayer Compliance for Pay Property Tax

*by* Desy Amaliati Setiawan, Rahmat Yuliansyah, Sri Rahayu Mumpuni

# The Influence of Understanding, Taxation Sanction, and Level of Trust in Government for Taxpayer Compliance for Pay Property Tax

## (Empirical Study of PBB-P2 Taxpayers Registered in Jatinegara Sub-District)

Desy Amaliati Setiawan*, Rahmat Yuliansyah, Sri Rahayu Mumpuni
Department of Accounting
Sekolah Tinggi Ilmu Ekonomi Indonesia
Jakarta, Indonesia
*desy_amaliati_setiawan@stei.ac.id

*Abstract*—This research aims to knowing effect understanding tax, tax sanction, and level of trust in the goverment againts taxpayer's compliance in paying land and building tax - rural and urban in the sub-district Jatinegara. The population in this research were PBB-P2 taxpayers registered in Jatinegara sub-district as many as 27,761 taxpayers. The sample in this study amounted to 100 taxpayers obtained from the results of calculations using the Slovin formula. The method of collecting data in this study by distributing questionnaires. Questionnaire tests in this research, namely data quality test, classic assumption test, and hypothesis test. The results of this research indicate that there is a significant effect of the understanding variable on taxpayer compliance in PBB-P2 payments. This is evidenced by the positive regression coefficient (0.307) and tcount greater than the value of ttable (4.408> 1.98498) at the significance value (0,000 < 5%). There is a significant effect of tax sanction variable on taxpayer compliance in PBB-P2 payments. This is evidenced by the negative regression coefficient (-0.209) and tcount smaller than the value of ttable (-1.452 < 1.98498) at the significance value (0,150 > 5%). There is a significant effect of the level of trust in the government variable on taxpayer compliance in PBB-P2 payments. This is evidenced by the positive regression coefficient (0.654) and tcount greater than the value of ttable (6.540 > 1.98498) at the significance value (0,000 <5%). Understanding, tax Sanctions, and the level of trust in the government have a significant effect of a manner together on taxpayers compliance in PBB-P2 payments. This is evidenced by the value of Fcount which is greater than the value of Ftable (28,113 > 2,70) at the significance value (0,000 < 5%).

*Keywords: compliance PBB-P2 taxpayers, understanding of taxes, tax sanctions, level of trust in the government*

## I. INTRODUCTION

One source of funding for the construction or improvement of facilities and infrastructure in the country is through taxes collected by tax officials to taxpayers. Because the tax is an obligation of the taxpayer to the state that applies to individuals or entities that are coercive but still in accordance with the provisions in the laws in force in every country and do not get a direct reward because it is used for mutual needs and the welfare of the people.

Tax according to Law Number 6 of 2009 concerning the fourth amendment to Law Number 6 of 1983 concerning General Provisions and Tax Procedures in article 1 paragraph 1 which reads, Tax is a mandatory contribution to a country owed by an individual or entity that is of a nature force based on the Law, by not getting a direct reward and used for the needs of the state for the maximum prosperity of the people. Tax is an achievement that is imposed unilaterally by and owed to the authorities (according to the norms set in general), without any contra-achievement, and solely used to cover public expenses [1].

In increasing tax revenue, the Government uses various methods. Based on the collection agency in Indonesia, the tax is divided into two (2), namely Regional Tax and Central Tax. Regional Tax is the contribution of taxpayers to the area owed by individuals or entities that are forced based on the law by not getting a direct reward and used for regional purposes for the greatest prosperity of the people (www.online-pajak.com). Central tax is tax that is managed by the central government (Directorate General of Taxes) and the results are used to finance routine state expenditure and development (APBN) [2].

Development of the Land and Building Tax of rural and urban sectors into regional taxes that are regulated in Law No. 28 of 2009 concerning Regional Taxes and Regional Levies (PDRD) Article 77 to Article 84 starting in 2010. In Chapter I, general provisions are stipulated which provide an explanation of technical terms or definitions of land and building tax (PBB) such as the understanding:

- Earth is the surface of the earth and the body of the earth beneath it. That understanding means that not only the earth's surface soil, but really the earth from the surface to the magma, mining products, other gas materials.

- Building is a technical construction planted or permanently attached to land and / or waters. In

increasing revenue from Land and Building Tax (PBB) there needs to be an increase in the level of awareness and concern for the community in the field of taxation. The Tax Collection System used in paying the Land and Building Tax (PBB) is the Official Assessment System, the collection system in which the amount of tax that must be paid or owed by taxpayers is calculated and determined by the tax authorities or tax authorities [3].

Based on the description that has been described above, then the following are some studies that discuss what factors influence taxpayers in paying compliance with PBB-P2. Research on understanding taxpayers conducted by Purnamasari et al., states that understanding influences tax compliance for paying the United Nations [4]. In contrast to the results of research from Kertahadi and Ruhana, states that understanding does not have a significant effect on compliance with taxpayers paying land and building taxes [5].

Research on tax sanctions conducted by Widiastuti and Laksito, states that tax sanctions do not affect the taxpayers' compliance with paying the United Nations [6]. Meanwhile, according to research by Wijayanti and Sasongko, states that tax penalties affect the tax compliance of paying land and building taxes [7].

Research on the level of trust in the government and the law conducted by Purnamasari et al. [4], states that the level of trust in the government and the law does not affect the compliance of taxpayers paying land and building taxes. Meanwhile, according to research, states that the level of trust in the government and the law affect the compliance of taxpayers paying land and building taxes [8]. Based on the description in the Background above, the researcher feels interested and motivated to conduct research in different regions and is recorded in the form of a thesis entitled **"The Influence of Understanding, Tax Sanctions, and the Level of Trust in the Government against Taxpayer Compliance in Paying PBB-P2"**.

Formulation of the problem:

- Does Taxation Understanding affect Taxpayer Compliance in Paying PBB-P2 (Empirical Study of Taxpayers of PBB-P2 District Jatinegara)?

- Does the Tax Sanction affect the Compliance of Taxpayers in Paying PBB-P2 (Empirical Study of Taxpayers of PBB-P2 District of Jatinegara)?

- Does the Level of Trust in the Government and the Law affect the Compliance of Taxpayers in Paying PBB-P2 (Empirical Study of Taxpayers of PBB-P2 District of Jatinegara)?

- Does the Understanding of Taxation, Tax Sanctions, and the Level of Trust in the Government and the Law affect the Compliance of Taxpayers in Paying PBB-P2 (Empirical Study on Taxpayers of PBB-P2 Taxpayers in Jatinegara District)?

## II. METHODS

### A. Research Strategies

This research is an associative research, which is a research that has the objective to find out the relationship or influence on one variable with another. The selection of this strategy in order to explain how much influence the understanding, tax sanctions, and the level of trust in the government on tax compliance payers PBB-P2. This type of research used in this study is a quantitative study using a survey method in the form of distributing questionnaires to taxpayers who pay PBB-P2 recorded in Jatinegara District.

### B. Population and Sample

*1) Research population:* Population is a generalization area consisting of: objects/subjects that have certain qualities and characteristics that are applied by researchers to be studied and then drawn conclusions [8]. The population contained in this study are taxpayers who pay the United Nations registered in Jatinegara District. There are 27,761 registered taxpayers for PBB-P2 in Jatinegara District.

*2) Research samples:* The sample is part of the number and characteristics possessed by the population [8]. Sampling in this study using simple random sampling, said to be simple (simple) because the sampling of members of the population is done randomly without regard to strata in that population [4].

The samples contained in this study were obtained using the Slovin formula, as follows:

$$n = N / (1+Ne^2) \qquad (1)$$

Information:

$n$    = Sample

N    = Population

E    = Error rates or crisis values

This research was conducted by taking a sample at a 90% confidence level or a critical value of 10% with the consideration that the critical value was used in previous studies. According to the formula above, the number of samples to be used in this study are as follows:

$$n = 27.761 / (1+27.761(0.1)^2)$$

$$n = 99.64$$

Based on the calculations listed above, the sample size is 99.64 so to make it easier in the next calculation the results of the calculation are rounded to 100. Thus in this study using 100 taxpayer respondents who pay PBB-P2.

## III. RESULTS AND DISCUSSION

### A. Overview of Research Objects

*1) Place and time of research:* The general description of the object in this study is to explain the object and subject of the study and explain the character of the respondent, by taking a sample of people who live in Jatinegara District, East Jakarta.

Sampling in this study using simple random sampling, said to be simple (simple) because the sampling of members of the population is done randomly without regard to strata in that population [8]. Taking how many samples in this study using the Slovin formula and from the results of the formula obtained a sample of 100 respondents.

Data collection in this study was carried out through the distribution of research questionnaires directly, namely by visiting the Taxpayers of UN-P2 Jatinegara District (respondents) and indirectly through liaison by entrusting them to the RT (respondents). Researchers have distributed 120 questionnaires to several villages located in Jatinegara Subdistrict which consist of Cipinang Besar Utara Village, Cipinang Besar Selatan Village, Cipinang Muara Village, and Bidara Cina Village conducted on March 4 to April 3, 2019.

TABLE I.  SAMPLE AND QUESTIONNAIRE RETURN RATE

| No. | Description | Questionnaire Number | Precentage (%) |
|---|---|---|---|
| 1. | Questionnaire Distribution | 120 | 100% |
| 2. | Returned questionnaire | 100 | 83.33% |
| 3. | Questionnaire that did not return | 20 | 16.67% |
| 4. | Questionnaire that can be processed | 100 | 83.33% |

Source: primary data processed in 2019.

The description of the sample data in table 1 is a questionnaire that researchers have distributed to respondents (taxpayers) as many as 120 copies, but only 100 copies returned to researchers and those that did not return to researchers were 20 copies or 16.67%. And questionnaires that can be processed are 100 copies or 83.33%.

*2) Characteristics of respondent profile:* Respondents in this study are taxpayers who live in Jatinegara District, East Jakarta. The following is a description of the respondent's personal data (taxpayers) consisting of Age, Gender, Latest Education, and Occupation.

TABLE II.  DATA STATISTICAL DATA OF RESPONDENTS (TAXPAYER) BASE ON AGE

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|
| Valid 21-30 Years Old | 20 | 20.0 | 20.0 | 20.0 |
| 31-40 Years Old | 34 | 34.0 | 34.0 | 54.0 |
| 41-50 Years Old | 29 | 29.0 | 29.0 | 83.0 |
| 51-60 Years Old | 10 | 10.0 | 10.0 | 93.0 |
| 61-70 Years Old | 7 | 7.0 | 7.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Source: primary data processed in 2019.

In table 2 explains that the age of respondents (taxpayers) the most dominant first order is respondents (taxpayers) aged 31-40 years with a total of 34 people or by 34%. Furthermore, the second sequence is respondents (taxpayers) aged 41-50 years with a total of 29 people or 29%. For the third sequence are respondents (taxpayers) aged 21-30 years with a total of 20 people or 20%. For fourth place are respondents (taxpayers) aged 51-60 years with a total of 10 people or 10%. And the fifth and final sequence are respondents (taxpayers) aged 61-70 years with a total of 7 people or 7%.

TABLE III.  STATISTICAL DATA OF RESPONDENTS (TAX PAYER) BASED ON GENDER

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|
| Valid Female | 58 | 58.0 | 58.0 | 58.0 |
| Male | 42 | 42.0 | 42.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Source: primary data processed in 2019.

Table 3 explains that the number of respondents (taxpayers) who are female is more dominant than respondents (taxpayers) who are male with 58 people or 58% and 42 people or 42%.

TABLE IV.  STATISTICAL DATA OF RESPONDENTS (TAX PAYER) BASED ON EDUCATION

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|
| Valid primary school | 1 | 1.0 | 1.0 | 1.0 |
| junior high school | 7 | 7.0 | 7.0 | 8.0 |
| high school | 68 | 68.0 | 68.0 | 76.0 |
| Diploma | 2 | 2.0 | 2.0 | 78.0 |
| bachelor | 20 | 20.0 | 20.0 | 98.0 |
| master | 2 | 2.0 | 2.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Source: primary data processed in 2019.

Table 4 explain that the most dominant respondent's last education (Taxpayer) is the first respondent (Taxpayer) who has the last education of Senior High School / Vocational High School / Secondary Technical School / Madrasah Aliyah (SMA / SMK / STM / MA) with the number of 68 people or 68%. Furthermore, the second order is the respondent (Taxpayer) who has the last education Diploma Four or Strata One (D4 / S1) with a total of 20 people or as much as 20%. For third place are respondents (taxpayers) with the latest education of junior high school (SMP) with a total of 7 people or 7%. For the fourth place is the respondent (Taxpayer) with the latest education Diploma Three (D3) with a total of 2 people or 2%. For the fifth order is the respondent (Taxpayer) with the last education degree (S2) with a number of 2 people or 2%. And the last sixth is the respondent (Taxpayer) who was educated last Elementary School (SD) with the number of 1 person or by 1%.

TABLE V. STATISTICAL DATA OF RESPONDENTS (TAX PAYER) BASED ON EMPLOYEMENT

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|
| Valid Labor | 5 | 5.0 | 5.0 | 5.0 |
| BUMN/PNS/Pensioners | 8 | 8.0 | 8.0 | 13.0 |
| Doctor/Teacher | 3 | 3.0 | 3.0 | 16.0 |
| Employee | 40 | 40.0 | 40.0 | 56.0 |
| Trader | 5 | 5.0 | 5.0 | 61.0 |
| Entrepreneur | 39 | 39.0 | 39.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Source: Primary data processed in 2019.

Table 5 explains that the respondent's job (Taxpayer) is the most dominant first order as a private employee/ employee with 40 people or 40%. Furthermore, the second place is the respondent's job (Taxpayer) as an Entrepreneur with 39 people or 39%. For the third place the respondent's job (Taxpayer) as a BUMN / PNS / Pensioner with 8 people or 8%. For the fourth place the respondent's job (Taxpayer) as a Worker with a number of 5 people or by 5%. For the fifth order of respondent's work (Taxpayer) as Trader with a number of 5 people or by 5%. And finally, the sixth place the respondent's job (taxpayer) as a doctor / teacher is 3 people or 3%.

## IV. CONCLUSION

In this study, the aim is to determine the effect of understanding taxation, taxation sanctions, and the level of trust in the government towards taxpayer compliance in paying Land and Building Tax - Rural and Urban in Jatinegara District. The analysis in this study uses multiple regression analysis methods and application programs used are (SPSS version 24). Based on the research results described in the previous chapter, the following conclusions can be as follows:

- There is a significant influence of tax understanding variables on tax compliance of taxpayers in paying Land and Building Tax - Rural and Urban in Jatinegara District in 2019. This is indicated by the positive regression coefficient of (0.307), the value of tcount is greater than the value ttable (4.408> 1.98498), and the significance value (t) understanding taxation to taxpayer compliance in paying PBB-P2 is smaller than the significance value (0,000 <0.05).

- There is no significant effect of tax sanction variables on taxpayer compliance in paying the Land and Building Tax - Rural and Urban in Jatinegara District in 2019. This is indicated by the negative regression coefficient value of (-0.209), the tcount is smaller of the value of ttable (-1.452 <1.98489), and the significance value (t) of tax sanctions for taxpayer compliance in

paying PBB-P2 is greater than the significance value (0.150> 0.05).

- There is a significant influence of the variable level of trust in the government on tax compliance in paying the Land and Building Tax - Rural and Urban in Jatinegara District in 2019. This is indicated by the positive regression coefficient of (0.654), the t-value is greater from the value of ttable (5,540 > 1.98498), and the significance value (t) the level of trust in the government of taxpayer compliance in paying PBB-P2 is smaller than the significance value (0,000 <0.05).

- There is a significant influence of the variable understanding of taxation, tax sanctions, and the level of trust in the government towards taxpayer compliance in paying the Land and Building Tax - Rural and Urban in Jatinegara District in 2019. This is indicated by the Fcount value greater than the Ftable value (28,113> 2.70) and the significance value (F) understanding of taxation, taxation sanctions, and the level of trust in the government for taxpayer compliance in paying PBB-P2 is smaller than the significance value (0,000 <0.05).

## REFERENCES

[1] Mardiasmo, Perpajakan Edisi Revisi. Jakarta: Penerbit ANDI, 2018.

[2] Pengertian Pajak Daerah, 2018. [Online]. Retrieved from: www.online-pajak.com [Accessed on: 15 November 2018.].

[3] I.G. Jati, "Pengaruh sikap, kesadaran wajib pajak dan pengetahuan perpajakan pada kepatuhan membayar pajak bumi dan bangunan," E Journal Akuntansi Universitas Udayana, pp. 1510-1535, 2016.

[4] A. Purnamasari, U. Pratiwi, dan Sukirman, "Pengaruh Pemahaman, Sanksi Perpajakan, Tingkat Kepercayaan Pada Pemerintah Dan Hukum, Serta Nasionalisme Terhadap Kepatuhan Wajib Pajak Dalam Membayar PBB-P2 (Studi Pada Wajib Pajak PBB-P2 di Kota Banjar, Jawa Barat," Simposium Nasional Akuntansi XIX Lampung, pp. 1-20, 2016.

[5] M.R.F. Kertahadi dan I. Ruhana, "Pengaruh Sosialisasi, Pemahaman, dan kesadaran Prosedur Perpajakan Terhadap Kepatuhan Wajib Pajak Orang Pribadi Pajak Bumi dan Bangunan Perdesaan dan Perkotaan di Desa Mojoranu Bojonegoro," Jurnal Perpajakan, vol. 9, no. (1), pp. 1-9, 2016.

[6] R. Widiastuti dan H. Laksito, "Faktor–Faktor Yang Mempengaruhi Kepatuhan Pajak Bumi Dan Bangunan (P-2) (Studi pada WPOP di Kabupaten Klaten)," Journal of Accounting, vol. 3, no. (2), pp. 1-15, 2014.

[7] D.W. Wijayanti dan N. Sasongko, "Pengaruh Pemahaman, Sanksi Perpajakan, Tingkat Kepercayaan Pada Pemerintah Dan Hukum Terhadap Kepatuhan Dalam Membayar Wajib Pajak (Studi Wajib Pajak pada Masyarakat di Kaluruhan Pajang Kecamatan Laweyan Surakarta)," Seminar Nasional dan The 4th Call for Syariah Paper (SANCALL), 2017.

[8] Sugiyono, Metode Penelitian Bisnis. Bandung: Penerbit ALFABETA, 2017.

# The Influence of Understanding, Taxation Sanction, and Level of Trust in Government for Taxpayer Compliance for Pay Property Tax