

THE IMPACT OF SHIFT IN TAX REGULATIONS ON INDIVIDUAL TAXPAYER COMPLIANCE IN BOGOR RAYA

Raden Muhammad Jiddan Aziz ^{*1}
Riski Putri Kusumaningsih ²
Ni Luh Putu Ayu Rediastuti S ³
Ari Irawan ⁴
Ginanda Rizky Amalia ⁵

^{1,2,3,4,5} Computerized Accounting Study Program, Kent Polytechnic, Bogor City
^{*}e-mail: radenjidan91@gmail.com¹

Abstract

This research investigates the impact of factors such as tax education, digital services, tariffs and tax incentives on individual taxpayer compliance in Bogor Regency, especially during the COVID-19 pandemic. In response to the economic challenges faced, the government provides tax incentives, as regulated in Minister of Finance Regulation Number 9/PMK.03/2021. The results of data analysis from 112 respondents show that tax education has a significant effect on taxpayer compliance, while digital services do not have a significant impact. On the other hand, tax rates and incentives play an important role in improving compliance. With an R² value of 65.4%, this research provides in-depth insight into the factors that influence tax compliance in the region. It is hoped that these findings can become the basis for policies to increase taxpayer compliance and support economic recovery.

Keywords: Taxpayer Compliance, Tax Education, Tax Incentives

INTRODUCTION

Tax is basically a contribution that must be made to the state by individuals or legal entities, which is obligatory in accordance with the provisions of the law, without receiving direct compensation, and is used to meet the needs of the state in order to improve the welfare of society as much as possible (Law Number 28 2007). The COVID-19 pandemic has had a major impact on the global economy and the tax sector, especially in Indonesia. Since the start of the pandemic, there has been a national economic slowdown, a decrease in state revenues, and an increase in state spending for health care and economic recovery. This pandemic creates serious challenges for taxpayers and the government in maintaining economic and financial stability. Tax revenues are predicted to experience a significant decline due to economic instability, causing the need for extra efforts and relaxation policies to support the tax sector.

One of the government's steps to overcome the economic impact of the pandemic is to provide tax incentives. The provision of tax incentives is directed at the regulatory function to help move the wheels of the Indonesian economy. One example of this policy is Minister of Finance Regulation Number 9/PMK.03/2021 which provides incentives for several types of taxes, such as PPh article 21, PPh article 22, PPh article 25, and VAT. The process of applying for PPh Article 21 tax incentives involves several stages that must be followed by employees with certain criteria. This includes receiving income from employers with certain business field classification codes (KLU), KITE (Ease of Import for Export Purposes) company status or Bonded Zone organizer permits. In addition, employees must have a NPWP and receive a fixed gross income that does not exceed IDR 200,000,000.00 in the relevant tax period.

PPh 21 which is borne by the government must be paid in cash by the employer when paying income to employees. Receiving incentives requires filing an individual's Annual Tax Return for a particular tax year, and if there is an excess payment originating from PPh Article 21 which is borne by the government, it will not be refunded. Applications for incentives are made by employers through official channels and in a predetermined format. After receiving notification of the right to receive an incentive, the employer must report the realization of PPh 21 borne by the government via the jasa.go.id website. This report must include valid data and be submitted

no later than 20 months after the tax period ends. Inconsistencies in data or delays in reporting may result in not being able to take advantage of the PPh Article 21 incentives for the relevant tax period.

Even though the government is trying to provide incentives, taxpayers, especially individuals, still face challenges in paying taxes during the pandemic. Difficult economic conditions and uncertainty can affect taxpayers' ability to fulfill their obligations. Therefore, it is necessary to conduct research to examine the influence of various factors, such as tax education, digital services, tariffs and tax incentives on individual taxpayer compliance. Other problems also reflect the need for local governments, such as Bogor Regency, to increase taxpayer compliance motivation. Tax revenue data that has not reached the target shows that tax strategies need to be evaluated and updated. This research will focus on efforts to increase individual taxpayer compliance through tax education, digital services, and optimizing tax rates and incentives. With this research, it is hoped that it can provide a deeper understanding of the factors that influence taxpayer compliance during the pandemic, as well as provide policy recommendations to increase tax revenues and support economic recovery.

METHOD

Based on the theoretical basis and summary of the results above, an initial conclusion can be drawn that the impact of tax incentives, which involve tax education, digital services, tariffs and tax incentives, influences individual taxpayer compliance. Therefore, the hypothesis proposed in this research can be formulated as follows:

H1: The implementation of tax education has an influence on individual taxpayer compliance.

H2: The implementation of digital services has an effect on individual taxpayer compliance.

H3: Tax rates and incentives have an influence on individual taxpayer compliance.

This hypothesis will be the basis for further testing in research to identify the extent to which these factors contribute to the level of individual taxpayer compliance during a certain period, especially in the context of tax incentives provided by the government. The research method used in this study is a quantitative approach to analyze the impact of tax incentives on individual taxpayer compliance in Bogor Regency. The research population includes all individual taxpayers in the region. Bogor Regency was chosen considering the ease of research during movement restrictions during the COVID-19 pandemic, the complexity of reporting tax documents in the digital era, and the significant distance from the Tax Service Office.

The sampling technique used is probability sampling with a simple random sampling method (Sugiyono, 2019). The sample criteria involve individual taxpayers aged 20–45 years. Data collection was carried out through literature study, questionnaires and document study. Data analysis will use various statistical methods, including validity, reliability, classical assumption tests, and hypothesis testing with multiple regression.

Through this method, the research aims to provide a comprehensive understanding of the factors that influence taxpayer compliance in the context of tax incentives in Bogor Regency. A quantitative approach was chosen to provide a strong basis for measuring and analyzing the impact of tax incentives on tax compliance behavior. The data sources used consist of primary data obtained from respondents through questionnaires, and secondary data derived from records, government reports and related literature. By combining various data collection methods, this research is expected to provide a comprehensive and accurate picture of the impact of tax incentives on taxpayer compliance in Bogor Regency.

RESULTS AND DISCUSSION

Based on the table above, it can be seen that e-filing shows an average of 35, e-SPT is 35, education is 30 and taxpayer compliance is 25. This shows the implementation of e-filing, e-SPT and education carried out by the DJP to taxpayers in make tax payments.

Table 1. Description of Respondent Characteristics

No	Description	Criteria	Respondent	Persentase
1	Gender	Male	44	39%
		Female	68	61%
		Total	112	100%
2	Age	19 Years - 25 Years	5	4%
		26 Years - 30 Years	68	61%
		30 Years - 35 Years	37	33%
		> 35 Years	2	2%
		Total	112	100%
3	NPWP status	Do not have yet	1	1%
		Still in process at KPP	2	2%
		Own	109	97%
		Total	112	100%
4	Pekerjaan	Daily Lapas	5	4%
		Student	2	2%
		Government employees	14	13%
		Private employees	84	75%
		Do not have	7	6%
		Total	112	100%

Source: Data Processing Results

In explaining the respondent data, the information provided includes several variables, including gender, age, Taxpayer Identification Number (NPWP) status, and employment. In the context of gender, there were 68 female respondents (61%) and 44 male respondents (39%). Meanwhile, for age classification, the majority of respondents were in the 26-30 year age range with 68 respondents (61%), followed by the 30-35 year age category with 37 respondents (33%), and 19-25 year olds with 5 respondents (4 %). There were only 2 respondents who were over 35 years old. α , then compare this value with the critical reliability number, more than the critical reliability value can be determined as 0.60. so it can be said to be reliable if the value of α is greater than the critical number of reliability. The resulting α value is the reliability value of the research variable. The results of reliability testing on the parameters Tax Education (X1), Digital Services (X2), Tax Tariffs and Incentives (X3), Individual Taxpayer Compliance (Y) are shown in the following table:

Table 2. Reliabilitas Value

No	Variable	Cronbach's Alpha	Value	Result
1	Tax Education (X1)	,976	0,60	Reliabel
2	Digital Services (X2)	,806	0,60	Reliabel
3	Tax Rates and Incentives (X3)	,810	0,60	Reliabel
4	Taxpayer Compliance(Y)	,851	0,60	Reliabel

Source: Data Processing Results

Based on Table 2, the Tax Education variable (X1) has a value of 0.976, which is greater than the predetermined value, so the first indicator can be declared reliable and consistent, the Digital Services variable (X2) has a value smaller than α with a total of 0.806. 0.60, then the variable is declared reliable and consistent, while the Tariff and Tax Incentive Variable (X3) has a value not much different from the previous variable amounting to 0.810 to 0.60, so it is declared smaller with a reliable and consistent decision, and variable Y is Compliance Individual Taxpayers have a value of 0.851 of the alpha value.

Table 3. Descriptive statistics

Variable	Value	Empiris
Tax Education (X1)	Minimum	15

Digital Services (X2)	Mean	21
	Maximum	25
	Minimum	27
Tax Rates and Incentives (X3)	Mean	34
	Maximum	40
	Minimum	20
Taxpayer Compliance(Y)	Mean	29
	Maximum	35
	Minimum	16
	Mean	21
	Maximum	25
	Minimum	16

Source: Data Processing Results

Based on the table above, the Tax Education variable shows an empirical average of 21. This shows that research subjects in general have demonstrated the implementation of Tax Education carried out by the KPP firmly and with integrity. The digital service variable shows an empirical average of 34. This shows that the research subjects in general have shown that there is an application of digital services by taxpayers in making tax payments and are said to be efficient and effective. The tax rate and tax incentive variables show an empirical average amounting to 29. This shows that the research subject in general plays an important role as a convenience with the existence of tax incentives for individual taxpayers.

Normality testing aims to evaluate whether the distribution of these variables follows a normal distribution pattern. After carrying out analysis using the Kolmogorov-Smirnov test with the help of SPSS V20, the normality test results were obtained as follows. The output results show a Kolmogorov-Smirnov Z value of 1.169 with a significance of 0.183. With a significance value greater than 5% (0.05), it can be concluded that the residual values of all variables follow a normal distribution.

Table 4. Normality Test
Kulmogorov-Sminorv

N	111
Mean	0,937677735
St. Deviation	1,800859738
Kolmogorov-Smirnov Z	1,169
Significance	0,183
Conclusion	0,05>0,183 = Normally distributed

Source: Data Processing Results

The Kolmogorov-Smirnov normality test which shows that taxpayer data in Bogor Raya can be considered normally distributed provides an important basis for understanding the distribution characteristics of the variables involved, such as use of e-filing services, education level, and level of taxpayer compliance. Understanding this normal distribution can be the basis for further analysis regarding the factors that influence tax compliance in the region.

With data distribution that can be considered normal, further research can focus on the relationship between these variables and the level of taxpayer compliance. For example, is there a correlation pattern between the level of taxpayer education and the use of e-filing services, and how are these factors related to the level of tax compliance in Bogor Raya? This understanding can provide deeper insight regarding efforts to increase tax compliance in the region, including potential strategies or educational programs that can be implemented to increase taxpayer understanding and participation in using electronic tax services.

Table 5. Multikolinearitas Test

Variabel	Collinearity Statistics	
	Tolerance	VIF
Tax Education (X1)	0,467	2,142
Digital Services (X2)	0,276	3,618
Tax Rates and Incentives (X3)	0,287	3,482

Source: Data Processing Results

The multicollinearity test is carried out to determine whether there is a strong relationship between the independent variables in the regression model, characterized by the absence of intercorrelation or a strong relationship between the independent variables. Multicollinearity detection was carried out using the tolerance method and Variance Inflation Factor (VIF). If the tolerance value is greater than 0.10 and the VIF value is smaller than 10.00, it can be concluded that multicollinearity does not occur. Based on the table above, it can be concluded that the tolerance value for variables X1, study.

The regression results show a positive constant value of 5.615, indicating a positive influence on the level of individual taxpayer compliance. If significance is less than 0.05, this increase in compliance level can be predicted to be 5.615. The Tax Education variable (X1) has a coefficient of 0.149, which means that every change in Tax Education will contribute to increasing individual taxpayer compliance by 0.149. Digital Services (X2) with a positive coefficient of 0.129 indicates that an increase in digital services will have an impact on increasing taxpayer compliance by 0.129. Meanwhile, the Tax Rates and Incentives variable (X3) has a coefficient of 0.283, indicating that an increase in Tax Rates and Incentives will have an impact on increasing individual taxpayer compliance by 0.283. All of these variables make a positive and significant contribution to increasing individual taxpayer compliance.

Table 6 T Test

Hipotesis	B	t Value	t tabel	Sig.	Ket.
The implementation of tax education has an influence on individual taxpayer compliance.	.149	.105	3.431	1,981	H1: accepted
The implementation of digital services affects individual taxpayer compliance.	.129	.104	1.240	1,981	H2: accepted
Tax rates and incentives have an influence on individual taxpayer compliance.	.283	.101	2.810	1,981	H3 : accepted

Source: Data Processing Results

Based on table 6 above, it can be seen that the results of the t statistical test in the analysis results show that the variable significant influence. Therefore, it can be concluded that Tax Education has a significant influence on individual taxpayer compliance. Thus, the research hypothesis (H1) is accepted while H0 is rejected. Analysis of the variable X2 shows that the calculated t value is smaller than the t table ($1.240 < 1.981$) and the significance is greater than 0.05 ($0.218 > 0.05$). This indicates that digital services do not have a significant influence on individual taxpayer compliance. Therefore, H2 is rejected and H0 is accepted. The statistical test on variable This shows that tax rate and incentive variables have a significant influence on individual taxpayer compliance. Thus, H3 is accepted and H0 is rejected.

Table 7. F Test

db Regresi	db Residual	F Table	F Value	Sig.
3	108	2,69	26.643	0

Source: Data Processing Results

Furthermore, based on the table above, it can be seen that the R2 value obtained is 0.351 and in percent form, namely 35.1%, thus it is stated that the influence of e-filing e-SPT and education has an effect on individual taxpayer compliance by 35.1% while the remaining 64, 9% is influenced by other factors not examined in this study.

Table 8. Coefficient of determination test

R	R Square	Adjusted R Square	Std. Error of the Estimate
0,654	0,42759	0,412	1,93156

Source: Data Processing Results

Table 8 From the table below, it can be concluded that the R2 value obtained is 0.654, equivalent to 65.4% in percentage form. This shows that the variables Tax Education, Digital Services, and Tariffs and Tax Incentives together have an influence of 65.4% on individual taxpayer compliance. Meanwhile, around 34.6% of the remainder was influenced by other factors not explained in this study.

Research findings show that the Tax Education variable (X1) has a significant partial effect on individual taxpayer compliance (Y). This finding is in line with previous research, such as (Mayasari, R., Shopiana, dan Julham, 2013) and (Juansyah & Abroida, 2019) which also confirms the significant influence of implementing tax education on individual taxpayer compliance. Respondents showed interest in participating in tax guidance and training, encouraging increased tax revenues. The results of this study highlight that the level of taxpayer knowledge about taxes positively contributes to increasing taxpayer compliance. According to (Ahmad Maulana Rahmansyah, 2013) the higher the level of understanding of tax education, the higher the awareness of taxpayers. The results of this research show that there is a positive and significant influence of Tax Education on Taxpayer Awareness. Research shows that the Digital Service variable (X2) does not has a significant influence on individual taxpayer compliance (Y). This finding is in line with research results (Sugiyarti & Rina, 2020) and Pebrina (2020), which concluded that Digital Services do not have a significant impact on individual taxpayer compliance. This is caused by a lack of taxpayer understanding regarding the use of technology in digital-based tax services. The research results show that the Tax Rates and Incentives (X3) variable has a significant effect on individual taxpayer compliance partially. This finding is supported by the provisions of the Republic of Indonesia Minister of Finance Regulation No. 9/PMK.03/2021 concerning Tax Incentives Impacted by Corona Virus Disease 2019. Although tax incentives encourage taxpayers' motivation to pay taxes personally, the incentive limitation criteria mean that not all taxpayers can enjoy the benefits, resulting in optimization of regional revenues and poor taxpayer compliance. not maximal.

In the context of Greater Bogor (Riksfardini et al., 2021) E-Government Based Tax Service Innovation Through the Use of E-Filing in Improving Service Quality, implementing tax education programs can be an effective strategy for increasing taxpayer compliance in the region. Local governments, together with related institutions, can hold more intensive training, seminars or tax education campaigns. The focus may include explaining tax policies, the benefits of paying taxes, and the consequences of non-compliance. Implementing digital strategies in tax education, such as providing educational materials online or using special applications, can also be an innovative step in Greater Bogor. This can make it easier for taxpayers to access information and increase participation in educational programs.

Apart from that, Bogor Raya can take advantage of tax incentives that are in accordance with applicable regulations to encourage taxpayer compliance. By providing the right incentives, local governments can increase taxpayers' motivation to pay taxes on time. By implementing this strategy, it is hoped that Bogor Raya can achieve a better level of taxpayer compliance, which in turn will support development and provision of public services in the region the.

CONCLUSION

In conclusion, the results of the analysis of consumer goods companies listed on the IDX show that liquidity plays an important role in supporting financial performance, with a significant influence. Even though solvency does not matter individually, attention to the stability of the financial structure remains relevant. Profitability has a significant impact on financial performance, emphasizing the importance of cost efficiency, effective marketing and product innovation.

Overall, the variables liquidity, solvency and profitability have a complex relationship in the context of consumer goods companies. Managing these aspects together is necessary to design a comprehensive financial strategy. Thus, company management can consider improvements in liquidity management, financial structure stability, and increased profitability as strategic steps to strengthen their position in a dynamic and competitive market.

BIBLIOGRAPHY

- Ahmad Maulana Rahmansyah. (2013). Pengaruh Pendidikan Pajak Terhadap Kesadaran Wajib Pajak Orang Pribadi Dalam Melaporkan Pajak. *Skripsi*.
- Dewi, S. (2019). *Pengaruh Insentif Pajak, Tarif Pajak, Edukasi Pajak, dan Pelayanan Pajak Terhadap Kepatuhan Wajib Pajak Selama Masa Pandemi Covid-19*. Jakarta: Universitas Tarumanegara.
- Fatoni, A. (2020). *Pengaruh Kualitas Pelayanan Perpajakan dan Sanksi Perpajakan Terhadap Kepatuhan Wajib Pajak di Palembang*. Palembang: Universitas Muhammadiyah.
- Juansyah, & Abroida. (2019). RANCANG BANGUN APLIKASI EDUKASI PAJAK SEBAGAI MEDIA EDUKASI PERPAJAKAN KEPADA MASYARAKAT. *Paper Knowledge . Toward a Media History of Documents*, 7(1), 1–33.
- Mayasari, R., Shopiana, dan Julham, T. (2013). Manajemen Keuangan dan Pembiayaan. *Sabilarrasyad: Jurnal Pendidikan Dan Ilmu Pendidikan*, III(02), 1, 2, 24.
- Marlinah, L. (2019). *Peranan Insentif Pajak Yang di Tanggung Pemerintah (DTP) di Era Pandemi Covid 19*. Jakarta: Universitas Bina Sarana Informatika.
- Nurpia, S. (2020). *Pengaruh E-filing, E-SPT dan Edukasi Terhadap Kepatuhan Wajib Pajak Orang Pribadi*. Kota Bogor: Universitas Ibn Khaldun Bogor.
- Riksfardini, M., Sagara, B., Firmanto, F. S., & Handayani, N. (2021). Inovasi Pelayanan Pajak Berbasis E-Government Melalui Penggunaan E-Filing Dalam Peningkatan Kualitas Pelayanan. *Pentahelix*, 1(1), 35. <https://doi.org/10.24853/penta.1.1.35-44>
- Sari, L. K. (2020). *Pengaruh Motivasi Membayar Pajak dan Tingkat Pendidikan Terhadap Kepatuhan Wajib Pajak Orang Pribadi Pada Kantor Direktorat Jenderal Pajak Kota Palembang 2019*. Palembang: Universitas Tridianti.
- Syahfitri, Y. (2018). *Penerapan Pelayanan Digitalisasi Administrasi Perpajakan dalam Upaya Mengoptimalkan Penerimaan Pajak di Tiga KPP*.
- Sugiyarti, L., & Rina, S. (2020). Pengaruh Insentif Pajak, Financial Distress, Earning Pressure Terhadap Konservatisme Akuntansi. *Jurnal Litbang Sukowati: Media Penelitian Dan Pengembangan*, 4(1), 10. <https://doi.org/10.32630/sukowati.v4i1.148>
- Sugiyono. (2019). *Metodologi Penelitian Kuantitatif, Kualitatif dan R&D*. Alfabeta.