



## The Effect of Tax Knowledge, Service Quality, and Tax Sanctions on Taxpayers' Land and Building Tax Compliance

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### ABSTRACT

Land and Building tax is one source of local revenues that drives regional development. For this reason, it is necessary to raise public awareness, especially among taxpayers, for the importance of increasing local government tax revenues. This study examines whether tax knowledge, service quality, and tax sanctions affect taxpayer compliance. The results showed that tax knowledge affects taxpayer compliance. Conversely, service quality and tax sanctions do not affect tax compliance.

Keywords: *Land and Building Tax, Tax Compliance, Tax Knowledge, Service Quality, Tax Sanction.*

### 1 INTRODUCTION

The Law of the Republic of Indonesia No 28/2009 concerning Regional Taxes and Regional Levies stipulates that the Land and Building Tax, which was previously administered by the central government, shall be handed over to the regional government. As a result of the regulations, local governments bear full responsibility of collecting local revenue from property taxes. A quite high revenue collection target with a significant year over year increase indicates that taxes constitute a primary source of state revenue (Nurfauzi, 2016). Ownership of Land and the buildings places individuals or entities in a better socio-economic position (Jati, 2016). Therefore, they are obliged to pay a portion of income they earn to the government through taxes. The collected Land and Building Tax (PBB) revenue is meant to bring benefits to local communities (Hidayanti, 2011).

In order to increase Land and Building tax revenues, it is necessary to enhance public knowledge and awareness of taxation (Juwanti, 2017). Enhanced public awareness will, therefore, motivate them to pay taxes. There are several factors affecting tax awareness, such as taxation knowledge, service quality, and tax sanctions. Knowledge of tax regulations will increase the

taxpayer's willingness to pay taxes (Suyono, 2016). Taxpayers with deeper knowledge of tax regulations will choose to timely paying their taxes rather than being subjected to a penalty for failure to do so (Handayani, 2012). In addition, service quality also affects the amount of revenues collected. Provided with good quality tax services, taxpayers will likely to feel good about, and at ease with, their tax filling obligations (Yusnidar et al., 2015). A tax sanction serves as a way of encouraging the community groups to stay in compliance with the prevailing rules. Penalty notices were sent to taxpayers who failed to comply with tax codes or committed a breach of current tax laws (Yadnyana, 2016).

### 2 LITERATURE REVIEW LAND AND BUILDING TAX

As stipulated in article 1 paragraph (1) of Law No. 28 of 2007 concerning General Provision and Taxation Procedure, tax means payable mandatory contribution to the state of the individual or entity, which is coercive under the Law, without any direct return and shall be utilized for the need of the state for the greatest prosperity of the people.

The Law No. 28 of 2009 defined the terms Land and Building as follows:

1. Land shall mean ground surface covering land and in-land waters as well as sea in district/town areas. The definition applies not only to ground surface, but also to the earth mantle down to the magmatic part of the earth, in which mining products such as gas, minerals and other geological materials are included.
2. Buildings shall mean technical constructions permanently erected on or affixed to land and/or in-land waters and/or sea.

Since January 1, 2014, all Regencies /Municipalities are required to independently manage the Land and Building Tax administration. Consequently, local governments shall have their own management concepts and Land and Building Tax revenue target. However, there are factors that hinder efforts to achieve tax revenue targets, such as knowledge of tax regulations, service quality, and tax penalties.

The criteria for compliant taxpayers according to the Minister of Finance Decree No.235 / KMK.03 / 2003 are as follows:

1. Timely submitting the Annual Tax Return (SPT) for all types of taxes in the last two years.
2. Do not have tax arrears for all types of taxes, except those that were permitted to be paid in installments or to be delayed.
3. Have never been convicted of a criminal tax offence for the past 10 years.
4. Bookkeeping has been carried out in the last 2 years, and in the case of taxpayers having been inspected, the correction in the most recent audit for each type of tax payable is at most 5%.
5. The financial statements for the past 2 years have been audited by a public accountant and received either an unqualified audit opinion or a qualified opinion as long as it does not affect fiscal profit.

### **2.1 Taxpayer Compliance**

Nowak, in Rahayu (2010), defined tax compliance as a climate of compliance with and awareness of the fulfillment of tax obligations as reflected in the following points: (a) Taxpayers understand or try to understand all the provisions of the legislation; (b) Filling out tax forms completely and clearly; (c) Calculate the amount of tax payable correctly; (d) Paying the tax due on time. Rahayu (2010) maintained that there are 2 types of compliance: formal compliance and material compliance.

Formal compliance is a condition where taxpayers fulfill their obligations formally in accordance with the provisions of tax laws. Material compliance is a condition where the taxpayer substantively or essentially fulfills all material provisions of tax laws. Material compliance can also include formal compliance. For example, a taxpayer who has submitted the Annual Personal Income Tax Return before or exactly on March 31, can be considered to be formally compliant, even though contents do not necessarily meet the criteria for material compliance. Taxpayers who meet material compliance are those who fill honestly, completely, and correctly the tax return in accordance with the provisions and submit it to the Tax Service Office before the deadline expires.

Compliant taxpayers, based on Minister of Finance Regulation No. 74/PMK.03 /2012 Article 2 concerning Procedures for Determining Taxpayers with Certain Criteria, are those who meet the following criteria: (a) Submitting notification letter on a timely manner; (b) Having no tax arrears for all types of taxes, except those that have been permitted to be paid in installments or to be delayed; (c) The financial statements have been audited by a Public Accountant or a government financial supervisory agency and received an unqualified audit opinion for 3 (three) consecutive years, and; (d) Have never been convicted of a criminal tax offense based on a court decision that has had permanent legal force for the past 5 (five) years.

### **2.2 Taxation Knowledge**

Carolina (2009) in Khasanah (2014) explained that tax knowledge contains tax information that can be used by taxpayers as a basis for acting, making decisions, and for taking certain directions or strategies with respect to the fulfillment of their rights and obligations of taxation. There are 3 concepts of tax knowledge: (a) Knowledge of General Provisions and Tax Procedures (KUP), namely knowledge of taxpayers' obligations and rights, SPT, NPWP, and Procedures for Tax Payment, Collection and Reporting; (b) Knowledge of the current taxation system in Indonesia, namely the self-assessment system; (c) Knowledge of tax function, that is, knowing that tax serves a function state revenue source and as a tool for devising policies in the social and economic fields (Rahayu, 2010).

If taxpayers have adequate tax knowledge of the three points above, it will be easier for them to fulfill their tax obligations. Lack of tax knowledge can be an obstacle for taxpayers in fulfilling their

tax obligations. Taxpayers can acquire knowledge and understanding of tax regulations from seminars, counseling, and training organized by the Directorate General of Taxes, or relevant tax workshops organized by training institutions (Yudharista, 2014). Nugraheni (2015) suggested that if taxpayers have adequate knowledge and understanding of tax regulations, it is certain that they will voluntarily comply with their tax obligations, thereby avoid tax penalties. With tax knowledge at their disposal, taxpayers knew well what tax related obligations they have to fulfill (Zuhdi et al., 2015). The statements above tell us that taxpayer compliance will increase in proportion to the tax knowledge acquired. Having increasingly deeper knowledge of taxation, taxpayers are expected to voluntarily fulfill their obligations and avoid the penalty imposed on them for failure to do so.

### 2.3 Service Quality

Jatmiko (2006) in Arum (2012) stated that service is a way of helping or doing work or taking care for someone. In the mean time, by the tax authorities here we mean tax officials and someone in this case is the taxpayer. So fiscal services can be interpreted as a way for tax officials to assist, manage, or prepare all the things that a taxpayer needs. Taxpayers' compliance in fulfilling their obligations to pay taxes depends on how tax officials provide the best quality of service to them. Fiscuses are expected to have competency, expertise, knowledge, and experience relevant to tax policy, tax administration and tax legislation. They must also be highly motivated as public servants (Pramusinta and Siregar, 2011). One of government efforts to enhance taxpayers' compliance is to provide good quality tax services to them (Nugraheni, 2015). Efforts to improve service quality may include improving the quality and technical capabilities of tax office employees; infrastructure improvements such as the expansion of integrated tax service centers; and the use of information systems and technology to provide taxpayer convenience in fulfilling their tax obligations (Supadmi, 2009 in Yudharista, 2014).

Taxpayers' satisfaction with the service quality provided by tax authorities can incite positive responses manifested in taxpayer compliance (Siregar et al., 2012). By service quality we mean the degree of excellence provided to meet taxpayers' expectation. Service quality assessment is based on taxpayers' perception after their comparison between the expected and the actual services. If taxpayers perceived that the provided services met or exceeded their expectation, it would

be safe to say that the fiscuses have provided good quality services. However, if taxpayers perceived otherwise, the tax authority could have been providing poor quality services. Therefore, the quality of services that the tax authorities have provided is very important to the obedience of taxpayers in fulfilling their tax obligations.

### 2.4 Tax Sanctions

Tax sanctions are meant to ensure that the provisions of tax legislation (tax norms) were observed and fully complied with. In other words, tax sanctions are intended to deter taxpayers from defaulting on their tax obligations (Mardiasmo, 2016: 62). According to Muliasari in Gustina (2014), tax related sanctions include the following:

- 1) Criminal sanctions
- 2) Administrative sanctions
- 3) Imposition of severe sanctions
- 4) Sanctions imposed on tax law violators without tolerance.

There are two types of sanctions for tax offences:

#### 1. Administrative Sanctions.

Administrative sanctions can be divided into 3 (three). The types of sanctions according to Rahayu (2006) are as follows:

- a. Fines as administrative sanctions imposed for violations related to reporting obligations.
- b. Interest as an administrative sanction imposed for violations relating to tax payment obligations.
- c. Increment as an administrative sanction in the form of an increase in the amount of tax payable for violation relating to the obligations stipulated in the provisions material.

#### 2. Criminal Sanctions

According to Resmi (2003), criminal sanctions for taxation offences include fines, imprisonment, and confinement.

## 3 HYPOTHESES DEVELOPMENT

### 3.1 The Effect of Taxation Knowledge on Taxpayer Compliance

Taxation knowledge provides useful information for taxpayers in fulfilling their tax obligations such as calculating, paying and reporting the tax payable amount (Khasanah, 2014: 34). Knowledge of taxation plays an important role in improving taxpayer compliance, which means that if taxpayers have known about all applicable tax provisions, they will voluntarily fulfill their tax obligations (Zuhdi et al., 2015: 5). Thus, an increase in taxpayers' knowledge about taxation may affect

their tax compliance because they already know the consequences of and sanctions for any violation of tax law.

The results of studies by Siregar et al. (2012), Khasanah (2014), Murdliatin et al. (2015), Zuhdi et al. (2015) show that tax knowledge has a positive effect on taxpayer compliance. From this statement, the first hypothesis of our study would be as follows:

H1: Taxation knowledge affects taxpayer compliance

### **3.2 The Effect of Fiscus Services on Taxpayer Compliance**

Siregar et al. (2012: 7) states that special service means the supply of public needs for those who have an interest in the organization based on the applicable rules and procedures. Good service provision is expected to increase taxpayer satisfaction and, thereby, taxpayer compliance (Yudharista, 2014: 23). Being provided with better service by tax authorities, taxpayers are encouraged to fulfill their tax obligations and, in the end, to improve their tax compliance.

The results of studies by Arum (2012), Pramushinta and Siregar (2011), Nugraheni (2015), Siregar et al. (2012), Murdliatin et al. (2015), and Yudharista (2014), show that tax authorities have a positive effect on taxpayer compliance. From this, we formulate the third hypothesis as follows:

H2: Fiscus services affect taxpayer compliance

### **3.3 The effect of Tax Sanction on TaxPayer Compliance**

Sanctions are threatened penalties for disobeying or breaking a law or rule (Arum, 2012). Tax penalties are imposed on taxpayers who do not comply with taxation regulation (Rohmawati and Rasmini, 2012). Tax sanctions play an important part in teaching tax offenders a lesson so as not to underestimate tax regulations and to be obedient in paying taxes. The imposition of tax sanctions on taxpayers would encourage them to fulfill their tax obligations so as to increase their levels of compliance (Widowati, 2014).

Arabella (2013) revealed that tax sanctions that were explicitly imposed had a positive effect on taxpayer compliance in reporting information on tax returns. From this result, we formulated the third hypothesis as follows:

H3: Tax sanctions affect taxpayer compliance.

## **4 RESEARCH METHOD**

The population of the study consists of all taxpayers in the Depok District, Sleman,

Yogyakarta. The sampling in this study employs a Convenience Sampling method conducted by gathering information from members of the population who are willing to provide information and obtaining some basic information quickly and efficiently (Sekaran, 2006).

### **4.1 Independent Variable**

The independent variables in this study are:

#### **1. Tax Knowledge**

Taxpayers need to acquire knowledge about General Provisions and Tax Procedures, Taxation System in Indonesia, and tax function (Rahayum 2010).

The Tax Knowledge (X1) includes 4 indicators:

- a. Basic knowledge of land and building tax.
- b. Knowledge about the objects of land and building tax.
- c. Awareness of the importance of taxes.
- d. Knowledge of land and building tax functions.

#### **2. Service Quality**

Service quality is an assessment of how well a delivered service conforms to the taxpayers' expectations. Tax administration service is any activity of tax officials or tax authorities to provide taxpayers with convenience in paying their taxes (Danang, 2013).

Described below are 5 indicators of Service Quality (X2):

- a. Timely submission of Tax Payable Notification (SPPT).
- b. Uncomplicated land and building tax payment procedures.
- c. Friendly tax officer service.
- d. Land and building tax payment facilitation.
- e. Responsive tax officials in handling taxpayers' complaints and difficulties.

#### **3. Tax Sanctions**

Tax sanctions are tax penalties imposed on taxpayers who do not comply with taxation rules or commit a breach of current tax regulations (Purnamasari, 2016).

Tax sanction variable (X3) uses 4 indicators:

- a. Knowledge of the total penalties for late filling of Land and building tax;
- b. Knowledge of penalties for a breach of tax laws;
- c. Late filling penalty is less burdensome; and
- d. Tax payments are made before the due date.

### **4.2 Dependent variable**

Taxpayer compliance is the degree to which taxpayer complies or fails to comply with the provisions of the applicable tax legislation (Juwanti, 2017).

The dependent variable (Y) in this study uses 5 indicators:

- a. Being familiar with current Land and Building Tax regulations;
- b. Paying the right amount of tax;
- c. Paying the tax due in a timely manner;
- d. Making certificates for taxable objects; and
- e. Having no tax arrears.

#### 4.3 Validity and Reliability Testing

Reliability testing is carried out to determine the extent to which the measurements used remain consistent. The test is done by calculating the Cronbach Alpha with an instrument indicator said to be reliable if it has a Cronbach Alpha greater than 0.5 (Hair et al., 1998). The reliability test results for all variables in this study are reliable with Cronbach Alpha greater than 0.6.

Validity testing is done to determine the degree to which a research instrument measures the concepts that it supposed to measure. This test is conducted using a correlation matrix between instruments with indicators of an instrument said to be valid if the significance value is less than 0.05 (Hair et al., 1998). The test results show that all questions in this research variable are valid.

#### 4.4 Hypothesis testing

Hypothesis testing is conducted to determine whether our primary hypothesis, i.e. "Tax knowledge, service quality, and tax sanctions affect taxpayer compliance" is true. The results of our test are as follows:

Table 1: Results of Hypothesis Testing

Variable	T	Sig.
Taxation Knowledge	5.464	0.000
Quality of Service	1.879	0.063
Tax Sanctions	1.340	0.184

## 5 ANALYSIS AND DISCUSSION

#### 5.1 Reliability Testing

Reliability testing is conducted to determine the consistency of a measurement across time. The test was conducted by calculating the Cronbach Alpha, by which an instrument is said to be reliable if it has a Cronbach alpha greater than 0.6 (Hair et al., 1998). Our reliability testing of all variables in this

study indicated that their Cronbach alpha is greater than 0.6 and, therefore, reliable.

Table 2: Results of Reliability Testing

Variable	Cronbach Alpha	Description
(1)	(2)	(3)
Tax Knowledge	0.726	Reliable
Service Quality	0.826	Reliable
Tax Sanction	0.703	Reliable
Taxpayer Compliance	0.802	Reliable

#### 5.2 Validity Testing

Validity testing is done to determine the degree to which a research instrument measures what it is supposed to measure. This test is conducted using a correlation matrix between instruments with indicators of an instrument said to be valid if the significance value is less than 0.06 (Hair et al., 1998). Our test results indicated that all questions in the research variables are valid.

Table 3: Results of Validity Testing

Variable	Number of Question	Description
(1)	(2)	(3)
Tax Knowledge	4	Valid
Service Quality	5	Valid
Tax Sanction	4	Valid
Taxpayer Compliance	5	Valid

#### 5.3 Hypothesis Testing

##### a. Coefficient of Determination (R<sup>2</sup>) Testing

Coefficient of determination (R<sup>2</sup>) test is conducted to assess how well independent variables explain the dependent variable. Results of the coefficient of determination test can be seen in the output of Model Summary from the results of multiple regression analysis. The results of R<sup>2</sup> test are shown in the table below:

Table 5.3: Results of R<sup>2</sup> Test

Model Summary

R	R Square	Adjusted Square	R	Std. Error of the Estimate
.694 <sup>a</sup>	.482	.466		.36647

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

From the table above we see that the Adjusted R Square value is 0.466 or 46.6%. This means that Taxpayer Compliance can be explained by Tax Knowledge, Service Quality, and Tax Sanction by 46.6%, and the rest is explained by other variables.

#### b. Simultaneous Test of Significance (F Test)

Table 5.4: Results of F Test

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.694 <sup>a</sup>	.482	.466	.36647

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

An F-test is used to determine whether the independent variables fit the dependent variable. The results of F-test indicate the p-value of  $0.00 < 0.05$ , which means that Tax Knowledge, Service Quality, and Tax Sanction affect Taxpayer Compliance.

#### c. Partial Test of Significance (t-test)

Hypothesis testing is conducted to determine whether our primary hypothesis, i.e. "Tax knowledge, service quality, and tax sanctions affect taxpayer compliance" is true. The results of our test are as follows:

Table 5.5: Hypothesis Testing

Variable	t	Sig.
Tax Knowledge	5.464	0.000
Service Quality	1.879	0.063
Tax Sanction	1.340	0.184

#### 5.4 Hypothesis 1

From table 5.3 we see that the significance value of the tax knowledge is  $0,000 < 0.05$ . This means that hypothesis 1 is accepted. Taxation knowledge affects taxpayer compliance. The higher the taxpayer understanding of the importance of taxes, the higher the level of taxpayer compliance will become. People are aware that revenues collected from land and building will sustain the development of their region. Effect of Taxation Knowledge on Taxpayer Compliance

Based on the results of the t-test, the effect tax knowledge on taxpayer compliance has a p-value of 0.000, which means smaller than 0.05. So it can be

concluded that tax knowledge has a positive effect on taxpayer compliance. The results are in line with those of Khasanah (2014), Murdliatin et al., (2015), Zuhdi et al., (2015) which state that tax knowledge has a positive effect on tax compliance.

Tax knowledge acquired by taxpayers is expected to increase taxpayer compliance (Siregar et al., 2012). This is in accordance with the taxation system in Indonesia which adopts a self-assessment system that requires taxpayers to have knowledge about tax regulations. The reason is that it is impossible for taxpayer to fulfill their obligations without any knowledge about tax regulation, how to calculate and how to file taxes. Having adequate tax knowledge, it would be easier for taxpayers to fulfill their tax obligations. Deeper knowledge of taxation will increase taxpayers' compliance because they already know the function and the importance of taxes for the country's development. Lack of tax knowledge may cause low taxpayer compliance. Tax counseling and dissemination can be done by tax officials to provide the updated information on changes in tax rules.

#### 5.5 Hypothesis 2

From table 5.3 we can see that the service quality has a significance value of  $0.063 > 0.05$ . This means that Hypothesis 2 is rejected, or that Service Quality does not affect Taxpayer Compliance. The quality of service for the community is getting better now. Service standards set by the government are high so that people are used to getting good enough services. Effect of Fiscus Services on Taxpayer Compliance

Based on the results of the t test, the effect of tax service on taxpayer compliance has a significance level of 0.664, which means greater than 0.05. It, therefore, can be concluded that the tax authorities have no effect on taxpayer compliance. The results of this study are in line with those of Winerungan (2013) which states that the tax authorities have no effect on taxpayer compliance. However, the results of this run contrary to those of Yudharista (2014), Arum (2012), Pramushinta and Siregar (2011), Nugraheni (2015) which state that the tax authorities have a positive effect on tax compliance. This indicates that taxpayers feel they have not received enough good service from the tax authorities.

If taxpayers were satisfied with the services provided to them, they would tend to fulfill their tax obligations in compliance with the applicable regulations. Fiscus as a public servant shall have the required competencies. By competence we mean to have expertise, knowledge, and

experiences in tax policy, administration and legislation. In addition to fiscal competency, skills to build good relationship with taxpayers are also important. Good fiscal services will provide taxpayers convenience (Arum, 2012). Fiscus is demanded to provide taxpayers with fair, friendly, and proper services at all times in order to increase taxpayer awareness in paying taxes so that tax compliance can be improved. The results of this study can serve as reference for tax officials to further improve the quality of service they deliver to taxpayers.

### 5.6 Hypothesis 3

H3: Tax sanctions affect Taxpayer Compliance.

Table 5.3 shows us that the significance value of tax sanction is  $0.184 > 0.05$ . This means that Hypothesis 3 is rejected. Tax sanctions do not affect Taxpayer Compliance. Tax sanctions that have been set by the government remain unable to encourage taxpayers to pay tax in a timely manner.

The results of this study indicate that tax sanctions do not have a significant positive effect on taxpayer compliance. Therefore, it can be concluded that the tax sanctions that imposed this far have no effect on increasing and decreasing the level of compliance of individual taxpayers in Padang Pratama.

The results of this study are in accordance with those of Hardiningsih's (2011) which examine the factors affecting tax compliance. The results indicate that knowledge and understanding of tax regulations, such tax penalty provisions, have no significant effect on taxpayer's willingness to pay taxes. This is because taxpayers never know of the real benefit in return for the tax they pay. While the taxation law explains quite clearly that sanctions will be imposed on taxpayers for their failure to pay taxes, here we can see that tax sanctions are still considered not strong enough to encourage taxpayers to fulfill their tax obligation in accordance with the applicable regulations. The results of this study are also confirmed those of Maryanti's (2014) examining the effect of tax sanctions, motivation and education levels on taxpayer compliance. The results of the latter stated that tax sanctions have no partial effect on tax compliance. This could be because taxpayers do not understand that there are sanctions for failure to comply with tax laws and that it would be better to pay tax in a timely manner than to have tax sanction imposed on them. Penalties for negligence or late filed returns remain unable to generate fear for punishment and deterrent effect on the part of taxpayers as their willingness to pay taxes is still

lacking. This shows that tax sanctions do not affect taxpayer compliance.

## 6 CONCLUSION

This study was conducted to examine the effect of tax knowledge, service quality, and tax sanction on tax compliance. From the results of the study, we arrived at the following conclusion:

Based on the calculation of the Adjusted R-Squared value, it can be concluded that the regression model is relatively insignificant. This is because tax amnesty, tax knowledge, tax authorities cannot fully explain tax compliance. The t-test results indicate that tax amnesty has a positive effect on tax compliance, so the hypothesis is accepted. The tax amnesty program has an effect on taxpayer compliance. From the results of t-test, we can see that tax knowledge has a positive effect on tax compliance, so the hypothesis is accepted. Having acquired taxation knowledge, taxpayers will find it easier to fulfill their tax obligations in accordance with regulations. The results of t-test indicate that the fiscal service has no effect on tax compliance, so the hypothesis is rejected. Taxpayers are still not satisfied with the services provided by the tax authorities. Based on the results of the F test, it can be concluded that tax amnesty, tax knowledge, and tax services affect taxpayer compliance in the Pratama Tax Service Office (KPP) Surabaya Tegalsari.

## 7 SUGGESTIONS

From the research findings presented in the results and discussion sections, we made the following suggestions:

First, tax officials are advised to provide taxpayers with regular counseling or outreach concerning tax regulations to continually improve their tax knowledge. Second, tax officials are expected to improve their services quality by expressing friendliness, fairness, and honesty, so that taxpayers feel comfortable with the services they provide. Third, low Adjusted R Squared value means that taxpayer compliance cannot be explained entirely by tax amnesty, taxation knowledge, and fiscal services, so that further research is expected to include additional variables that affect taxpayer compliance.

- a. Knowledge of taxation affects taxpayer compliance.
- b. Quality of service does not affect taxpayer compliance.
- c. Tax sanctions do not affect Taxpayer Compliance.

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