

COMPLIANCE ANALYSIS OF TAXABLE ENTREPRENEURS IN MANADO CITY

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Abstract:

Taxes are a source of state financing that contributes greatly in carrying out state development for the welfare of all Indonesian people. The application of the self-assessment system plays a role in tax collection and has a very important role. Taxpayers have the trust, responsibility and authority to calculate, pay and report taxes. Taxpayers who have a Taxpayer Identification Number are expected to be active in fulfilling their obligations. This study aims to determine taxpayer compliance, especially Taxable Entrepreneurs in carrying out their tax obligations. The method used is a qualitative research method. The results of the study show that in fulfilling tax obligations Taxable Entrepreneurs does so based on applicable regulations and fulfills the specified conditions, namely registering as a taxpayer, submitting SPT on time, making correct reporting, and not having tax arrears. However, in carrying out their tax obligations, Taxable Entrepreneurs still has obstacles such as the busy network of the Directorate General of Taxes (DGT) which makes it difficult to access, besides that the lack of understanding of taxes is also an obstacle they face. To overcome obstacles in the form of a network, taxpayers try to fulfill their tax obligations before the specified deadline to avoid the DGT's network being busy. As for the lack of understanding, taxpayers use the services of a tax consultant to occasionally ask questions and assist them in carrying out their tax obligations.

Keywords: Taxpayer Compliance, Taxable Entrepreneurs

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INTRODUCTION

Over time and changing times, tax regulations in Indonesia have undergone many changes. The existence of economic influence, basic needs, development and others requires the community to work together and work together to build the country with its various needs through taxes. Taxes are mandatory contributions to the State owed by individuals or entities that are coercive. The use of taxes themselves is used to increase national development starting from the development of infrastructure, education, health and various other sectors that aim for the welfare and prosperity of the people. Because the role of taxes for a country is very important in supporting the running of the government. In Indonesia, the application of a self-assessment system plays an important role in tax collection. Taxpayers have the responsibility, authority and trust in paying and reporting the amount of tax to be paid in the application of the system. Therefore, taxpayers are expected to play an active role in fulfilling their obligations. Sugih (2022) states that there are three factors that affect the level of taxpayer compliance including tax rates, tax payment mechanisms, and taxpayer awareness.

Tax revenues are grouped into two, namely domestic taxes and international trade taxes. Domestic taxes consist of income tax (PPh), Value Added Tax (VAT), Land and Building Tax

(PBB), Excise and other taxes. Meanwhile, international trade taxes consist of import duties and export duties. Data from the Regional Office of the Directorate General of Treasury of North Sulawesi Province regarding the realization of tax revenue up to semester I 2021 reached IDR 1,501.56 billion or 44.16 percent of the target, with the city of Manado as the main contributor of IDR 801.35 billion (55.4 percent). The Directorate General of Taxes also recorded the realization of tax revenue in North Sulawesi until the end of November 2022 amounting to Rp. 3.33 trillion. Meanwhile, receipts in November amounted to Rp. 340.56 billion, exceeding the target or 47.22% greater. VAT itself experienced a growth of 18.32%.

Taxpayer compliance is one of the indicators used to assess whether the services provided and received by taxpayers are in accordance with what is expected with tax reform. To increase taxpayer compliance DGT has carried out many programs, for example by conducting socialization when changes occur, either in the form of issuing new regulations or socializing online reporting procedures. However, the level of public awareness and compliance, in this case the Taxpayer, is still lacking despite the existence of various socializations from the DGT through the Pratama Tax Office. (Mokoagow 2021)

Taxpayer compliance plays an important role in tax revenue, the more obedient the taxpayer is in paying taxes, the greater the tax revenue received. In this study the authors analyze the compliance of PKP which has the obligation to report all its activities related to the collection of VAT in accordance with Law Number 8 of 1983 concerning Value Added Tax and its amendments.

METHODS

This type of research uses qualitative research methods. Where the researcher will describe or describe the problem to be studied, in this case, namely regarding the compliance of Taxable Entrepreneurs. As obtained in the interview results and the data that has been collected, so that conclusions can then be drawn. According to Sahir (2021: 6) the qualitative method is a method with a research process based on perceptions of a phenomenon with a data approach that produces descriptive analysis in the form of verbal sentences from the object of research. The type of data used in this research is qualitative data. The data sources used in this research are primary and secondary data. Data collection methods used in this research are observation, interviews, and documentation. This research was conducted on Taxpayers with the status of Taxable Entrepreneurs in the City of Manado, North Sulawesi. The research time period starts from December 2022 to February 2023. This research is carried out directly in the offices and places of business of taxpayers with PKP status.

RESULT AND DISCUSSION

In research on the compliance of Taxable Entrepreneurs in carrying out tax obligations, there are four compliance indicators that are the target of observation by researchers, namely 1) self-register compliance, 2) compliance in submitting SPT, 3) compliance in correct reporting, and 4) compliance with payment of tax arrears. From the results of observations regarding the four indicators, there are several obstacles that are often faced by Taxable Entrepreneurs in carrying out their tax obligations. With these obstacles, efforts made by Taxable Entrepreneurs in overcoming them. Based on the results of interviews with the three informants whose status is Taxable Entrepreneurs, the following table is presented:

Table 1. Taxable Entrepreneur Compliance Data

Defined Theme	Informant 1	Informant 2	Informant 3
Register as a taxpayer	Have registered	Have registered	Have registered
On time submitting SPT	Sometimes too late	On time	On time
Correct reporting	Have done the right reporting	Have done the right reporting	Have done the right reporting
Tax arrears	No tax arrears	No tax arrears	No tax arrears

Source: The data is processed by the author (2023)

Compliance in Registering as a Taxpayer. Based on the research results, taxpayers already have an NPWP and are also registered as a Taxable Entrepreneur. The NPWP is a tool in tax administration that is used as self-identification or taxpayer identity. In addition, the NPWP is also used to maintain order in paying taxes and in supervising tax administration. In terms of dealing with tax documents, taxpayers are required to state their NPWP. Then for the identity of the Taxable Entrepreneur himself, namely NPPKP. NPPKP is a Taxable Entrepreneur's identity number that is pinned when the entrepreneur is confirmed as a Taxable Entrepreneur. If the entrepreneur has received a NPPKP, it means that the entrepreneur is declared to have officially become a Taxable Entrepreneur. In determining it as a Taxable Entrepreneur, the Taxpayer has responsibility for the obligations attached to his status as a Taxable Entrepreneur, in which the Taxable Entrepreneur must carry out VAT payments and reporting in accordance with applicable regulations. By becoming a Taxable Entrepreneur, the Taxpayer can more freely move closer to various other companies for partnership.

Law Number 7 of 2021 concerning Harmonization of Tax Regulations states that every Taxpayer who has fulfilled the subjective and objective requirements must register himself at the office of the Directorate General of Taxes whose working area includes the residence or domicile of the Taxpayer and to whom they are given a Taxpayer Identification Number (NPWP). Every taxpayer as an entrepreneur who is subject to tax based on the 1984 Value Added Tax Law and its amendments, is required to report his business to the office of the Directorate General of Taxes whose working area includes the entrepreneur's residence or domicile, and the place where business activities are carried out to be confirmed as a taxable entrepreneur.

Compliance in Submitting SPT. Law Number 7 of 2021 concerning Harmonization of Tax Regulations states that Every Taxpayer is required to fill out a Tax Return and submit it to the office of the Directorate General of Taxes where the Taxpayer is registered or confirmed or another place determined by the Directorate General of Taxes. The deadline for submission of Periodic SPT is 20 (twenty) days after the end of the tax period.

Based on the results of the research, the Taxable Entrepreneurs try to fulfill their tax obligations on time, this shows that the compliance of the Taxable Entrepreneurs in carrying out their tax obligations is quite high, although in the implementation there are still delays, the tax obligations are endeavored in accordance with the applicable regulations. Implementation of tax obligations by Taxable Entrepreneurs is carried out by using the e-faktur application, then making payments at the bank or post office. The e-invoice service helps Taxable Entrepreneurs to create tax invoices and report Periodic VAT SPTs. Not only that, Taxable Entrepreneurs can also manage transactions to process financial data according to company needs. Taxable Entrepreneurs explained that, with the modernization of the tax administration system such as online reporting, it would make it easier for them to carry out their tax obligations. In addition, the existence of fines for late payment and reporting also encourages Taxable Entrepreneurs to carry out VAT

obligations on time in accordance with applicable regulations. The purpose of imposing administrative sanctions in the form of fines is in the interest of orderly tax administration and increasing taxpayer compliance in fulfilling the obligation to submit tax returns.

Compliance In Correct Reporting. Law Number 7 of 2021 concerning Harmonization of Tax Regulations states that Every Taxpayer is required to fill out a Tax Return correctly, completely, and clearly, in Indonesian using Latin letters, Arabic numerals, Rupiah currency units, and sign and submit it to the office of the Directorate General of Taxes where the Taxpayer is registered or confirmed or another place determined by the Director General of Taxes.

What is meant by filling out a Tax Return is filling out the Tax Return form correctly, completely, and clearly in accordance with the filling instructions provided based on the provisions of the tax laws and regulations. Correct is correct in calculation, including correct in applying the provisions of tax laws and regulations, in writing, and in accordance with the actual situation. Complete is containing all the elements related to the tax object and other elements that must be reported in the Tax Return. And clearly is reporting the origin or source of the tax object and other elements that must be reported in the Tax Return. The Tax Return that has been filled in correctly, completely and clearly must be submitted to the office of the Directorate General of Taxes where the Taxpayer is registered or confirmed or another place determined by the Director General of Taxes.

Based on the research results, it can be seen that the taxpayer has filled out the SPT correctly, clearly and completely. Taxable Entrepreneurs also explain that they will occasionally ask a tax consultant so as not to make mistakes or miscalculate. In addition, the Taxable Entrepreneur also maintains books of account to record financial information that is useful for the preparation of the Taxpayer's financial statements. Bookkeeping is intended to make it easier for taxpayers to fill out tax returns (SPT) when reporting their tax obligations. Based on Law Number 7 of 2021 Article 28 states that individual taxpayers who carry out business activities or independent work and corporate taxpayers in Indonesia are required to keep bookkeeping. Bookkeeping at least consists of records regarding assets, liabilities, capital, income and expenses, as well as sales and purchases so that the amount of tax payable can be calculated.

Apart from being on time in submitting the SPT, taxpayers have also carried out correct reporting. This shows that a Taxable Entrepreneur can be said to comply in carrying out his tax obligations. This can be seen from the efforts of the Taxable Entrepreneur to use a tax consultant to avoid mistakes or confusion. In addition, the Taxable Entrepreneur also maintains bookkeeping to make it easier to fill out the SPT. Maksun and Widaryanti (2023) state that taxpayer compliance is the willingness to fulfill their tax obligations in accordance with applicable regulations, including in terms of correct reporting.

Compliance in Payment of Tax Arrears. Compliance of Taxable Entrepreneurs is also seen from the tax arrears that they have or currently have. Tax arrears are the result of tax debts that are not paid properly. Based on statements from informants from the results of interviews, it can be said that Taxable Entrepreneurs do not have unpaid tax debts. This is because a Taxable Entrepreneur always tries to report and make payments on time, so as not to incur tax debts. Awareness of a Taxable Entrepreneur not to have tax arrears is a form of compliance by a Taxable Entrepreneur to carry out his obligations in accordance with applicable regulations. In order to avoid arrears in paying taxes, the Taxable Entrepreneur will also consult the Tax Consultant so that their tax obligations can be fulfilled properly, so that the implementation of the Taxable Entrepreneur's tax obligations will become more orderly.

Based on Law Number 165 of 2017 concerning Tax Amnesty Article 1 paragraph 6. Tax arrears are the amount of tax principal that has not been paid based on a Tax Collection Letter which contains the principal tax payable, Underpaid Tax Assessment Letter, Additional Underpaid Tax Assessment Letter, Decisions on Correction, Decisions on Objections, Decisions on Appeal, and Decisions on Reconsideration, which cause the amount of tax accrued to be paid to increase, including taxes that should not be returned, as regulated in the Law on General Provisions and Procedures for Taxation.

In carrying out their tax obligations, of course, taxpayers experience several obstacles, based on the results of interviews with PKP informants, the following table is presented:

Table 2. Data on Constraints Faced by Taxable Entrepreneurs and Efforts Made in Implementing Tax Obligations

Constraints Faced By Taxable Entrepreneurs	Efforts Made	Informant Sources
Network error (website down, payment system busy)	Pay before the due date Using the services of a Tax Consultant and trying to find information that can provide understanding	Informant 1 and Informant 2
Lack of understanding of taxes		Informant 3

Source: The data is processed by the author (2023)

In carrying out its tax obligations, there are several obstacles faced by Taxable Entrepreneurs, including problematic networks. Along with tax reform, there are improvements in business processes carried out by utilizing information and communication technology developments that use the internet to support the implementation of tax obligations, taxpayers experience difficulties accessing the DGT network so they have to wait a few moments for the network to return to normal and the system is not busy. Internet interference is a common phenomenon that occurs in the implementation of information systems using the internet network. Problems with network servers usually occur during the last days when reporting taxes. This is caused by the large number of taxpayers accessing the website simultaneously, so that the website experiences slow loading, which makes taxpayers have to wait a while to access the website again.

The next obstacle faced by a Taxable Entrepreneur is a lack of understanding of taxation. With these constraints, efforts were also made by Taxable Entrepreneurs to overcome them. Efforts have been made, including reporting and paying before the due date, using the services of a Tax Consultant and trying to find information to increase knowledge of tax matters.

Taxpayers report and pay before the due date to avoid network problems. Lack of understanding of Taxable Entrepreneurs P to carry out their tax obligations also encourages Taxable Entrepreneurs to use the services of a tax consultant. In this case the Tax Consultant provides tax services for Taxpayers starting from filling out, signing and reporting SPT. This is in line with the research of Khairannisa and Cheisviyanny (2019) which states that the reasons for taxpayers using the services of a tax consultant in managing their tax obligations include the lack of knowledge of taxpayers regarding all tax regulations, a complicated tax system and the final reason, namely that tax obligations can be carried out effectively and efficiently.

Apart from that, it can be seen that taxpayers also try to find information in order to increase their knowledge of tax matters. This shows that taxpayer compliance in carrying out their tax obligations is quite high. Based on the model on the Theory of Planned Behavior (TPB), taxpayers

can comply with tax provisions if there is an intention within the taxpayer. This includes efforts to find information to increase knowledge of tax matters. Complicated tax regulations make taxpayers inevitably have to have knowledge and understanding of all tax regulations in Indonesia. Taxpayers who have minimal tax knowledge need other parties to assist them in managing taxation, namely by using the services of a Tax Consultant.

CONCLUSION

Based on the results of research and discussion of this study aims to determine the compliance of taxable entrepreneurs in carrying out their tax obligations. With that, it can be concluded that:

The compliance of a Taxable Entrepreneur in carrying out his tax obligations is quite high, this can be seen from the Taxpayer who has registered himself to obtain an NPWP and has been confirmed as a Taxable Entrepreneur. In submitting the SPT, the Taxable Entrepreneur tries to always be on time, even though he has experienced delays, but the Taxable Entrepreneur still tries to carry it out in accordance with the applicable provisions. Taxable Entrepreneurs have also carried out correct reporting, which is to avoid mistakes Taxable Entrepreneurs use tax consultant services to make it easier to report and pay taxes. In the case of tax arrears, it is also seen that the Taxable Entrepreneur does not have tax arrears, even though he has experienced a delay, the Taxable Entrepreneur always tries not to have tax arrears. This shows that the Taxable Entrepreneur has fulfilled his tax obligations in accordance with the applicable regulations. In carrying out its obligations, the Taxable Entrepreneur experiences several problems including network problems, this causes the Taxable Entrepreneur to have to wait a few moments to log back in. In addition, the lack of understanding of taxation is also an obstacle faced by Taxable Entrepreneurs. Given these constraints, efforts are being made to pay taxes before they are due in order to avoid a busy system. Apart from that, to increase the understanding of a Taxable Entrepreneur, he seeks to find the information needed when experiencing difficulties and uses the services of a Tax Consultant to assist him in carrying out his tax obligations.

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