

CHAPTER II

LITERATURE REVIEW

A. Theoretical Framework, Hypothesis Development and Research Model

1. Theory of Planned Behavior

Theory of Planned Behavior is the theory that explains that an individual's behavior is influenced by desires and judgment. Theory of planned behavior is the perfect blend of reason action theory developed by Ajzen (2005). The main focus of both theories almost the same intention of the individual to perform certain behaviors. Motivational factors that influence individual behavior can be seen from the intention. Intention is an indication to see how far someone wants to try and how much effort the individual does to be able to a behavior.

Ajzen (2005) explains that behavior is based on factors a desire balanced by considerations of will perform or not perform a behavior, of various considerations then the intention to form a behavior. There are three components that affect behavioral intentions, namely:

a. Attitude

Attitude is an expression of consumer feeling towards an object being whether liked or not. Attitude can also describe whether the consumer can trust the various benefits and attributes of the object.

b. Subjective Norm

The subjective norm is the individual's belief about the expectations of those around him who are influential, both individual and group to perform or not to perform a particular behavior. For understanding one's

intentions it also needs to measure the subjective norms influencing his intention to act. Subjective norms can be measured on a regular basis directly by assessing how consumers feel about how relevant the people surrounding him who become role models (such as family, classmates, or friends work) that will approve or disapprove certain actions he did.

c. Behavior Control

Behavior control will affect the individual against the easiness or difficulty in performing behavior to be performed and a number control of a person to achieve the intended achievement. All three factors above an individual to determine his attitude toward something so that the individual knows what will be achieved with the attitude that has been determined. Relationship with this research is whether or not the taxpayer is determined by attitude and his views on his obligations as a Taxpayer.

2. Attribution Theory

Attribution theory explains the process of how we determine causes and motives about one's behavior. This theory explains that when an individual observes a person's behavior, then that individual will try to determine whether the behavior is caused internally or external (Robbins and Judge, 2008). Internally induced behavior means that behavior believed to be under the control of an individual's person. Behavior that is externally meant that behavior is regarded as the result of external causes, such as being forced to do something because of the situation.

The determination depends on three factors (Albana, 2010) that is :

a. Specificity

The specificity refers to whether an individual shows different behaviors in different situations. Taxpayers who do not fulfill the tax obligations feel becomes unfair since there are others who also do not pay their taxes. They feel that they have already pay the taxes from their income while others do not do that, what you want to know is whether this behavior is extraordinary or not. If it is considered as extraordinary, then most likely the observer gives external attribution to the behavior. If not, it will e rated as internal properties.

b. Consensus

Consensus is a state in which all individuals face similar situations and respond in the same way. In the case of taxpayer non-compliance, this behavior meet the criterion if all Taxpayers choose the same way not of fulfilling their tax obligations. Based on attribution perspective, if the consensus is high, it includes internal attribution. Otherwise, if the consensus is low, it includes external attribution.

c. Consistency

Consistency can be observed from one's actions within responding to the same event. Examples of taxpayers only doing one time do not fulfill their tax obligations but are considered the same as taxpayers who are not taxable. The more consistent the behavior, the more observation results tend to connect with internal causes.

Since Attribution theory is used in this study, the researcher conducted empirical studies to determine the factors that influence taxpayer to comply with local regulation of Sleman Regency no. 1 year 2011 on the boarding house tax category. Thus, the factors can be shown indications tend to influence taxpayer in Sleman Regency.

3. Overview of Taxation

Based on Law Number 16 Year 2009 regarding the provisions general taxation stated that tax is a contribution that shall be obligatory to the country owed by a private person or entity is coercive, based on, without being rewarded in a directly and used for state purposes, and for all prosperity people. Mardiasmo (2009) writes that Tax is the people's contribution to cash Country by law (which can be enforced) with can not get feedback (counterpart) that can be directly demonstrated and which is used to pay for general expenses.

From the above definitions can be concluded that:

- a. Taxes are dues / charges that can be enforced under the Law.
- b. Taxpayers who pay taxes do not receive / receive lead services turning / contracting directly from the government.
- c. Taxes are for government expenditures, which, if of the income is still a surplus, used to finance public investment.

According to Siti (2009), there are various types of taxes, which are grouped into three namely: by group, by nature and by collection agency.

b. By group

Tax by group is classified into two: direct tax and indirect tax. Direct tax is a tax that must be borne or self borne by the taxpayer and can not be delegated or charged to others or other parties. Tax must become the burden of the taxpayer concerned. While indirect tax is the tax that can ultimately be charged or delegated to others or third parties. Indirect tax can occur when there is an activity, event or action that causes taxation, for example the delivery of goods or services.

c. By nature

Based on the nature, tax is grouped into two, namely: subjective tax and objective tax. The subjective tax is the tax that imposed attention to the personal condition of taxpayer or takes care of the subject. While the objective tax is a tax that imposed attention to the object either in the form of objects, circumstances, acts, or events that result in an obligation pay taxes, regardless of the personal circumstances of the tax subject (required tax) or residence.

d. According to the collection agency

Based on the collection agency, tax is grouped into two categories: State Tax (central tax) and Local Taxes. The state tax is tax which is levied by the central government and used to finance household of the country in general. While the local tax is a tax levied by local government either area I (provincial tax) as well as local level II (Regency / city tax) and used to finance their individual households. According to the government

regulation number 91 of 2010, the provincial tax consists of: motorcycle taxes, custom for transferring names of motorcycle, motorcycle fuel tax, surface water tax and cigarette tax. while the local tax consists of: hotel tax, restaurant tax, entertainment tax, advertisement tax, road lighting tax, tax on non metallic minerals and rocks, parking tax, ground water tax, swallow bird nest tax, rural and urban land and building tax (pbb) and customs for of land and building rights.

4. Local Taxes

In Law No. 28 of 2009, it is explained that the local tax is compulsory contributions to areas owed by individuals or entities which is coercive under the law, with no get direct rewards and used for local purposes for the greatest prosperity of the people. While in the local regulation of Sleman Regency no 1 of 2011 mentioned that the Regional Tax that will be referred to as tax, is a mandatory contribution to that region owed by a person or entity that is coercive under the law, by not being rewarded directly and used for people's prosperity.

Local taxes are one of the main revenue from the government areas that would later be expected to contribute significantly within development and improvement of regional welfare. If acceptance local taxes can be in accordance with the already planned, then the region it can be said to succeed in regional autonomy, that is capable organize and manage regional households independently.

Based on Law No. 28 of 2009 on local taxes and charges regions user,
types of local taxes are as follows:

1) Provincial Tax:

- a. Vehicle Tax
- b. Motorcycle Title Override
- c. Motorcycle Fuel Tax
- d. Surface Water Tax
- e. Cigarette Tax.

2) Regency / City Tax:

- a. Hotel Tax
- b. Restaurant tax
- c. Entertainment Tax
- d. Advertisement tax
- e. Street Lighting Tax
- f. Non-metallic and rock mineral taxes
- g. Parking Tax
- h. Groundwater Tax
- i. Swallow's Nest Tax
- j. Land Tax and Rural and Urban Buildings
- k. Acquisition of Land and Building Rights.

Its different with central tax, central tax or state tax is a tax managed by the central government (Directorate General of Taxes) and the proceeds are used to finance the state's regular expenditure and development / *Anggaran Pendapatan Biaya Negara* (APBN).

For problems with Government Tax or Central Taxes it consists of:

1. VAT (Value Added Tax)
2. Income Tax (Income Tax)
3. Stamp Duty

5. Regional Regulation of Sleman Regency Number 1 of 2011

Sleman regional regulation number 1 in 2011 is a regional regulation that contains hotel taxes.

The content are:

- a. that based on the provisions of Article 157 of Law Number 32 of 2004 concerning Regional Government as lastly amended by Law Number 12 of 2008, which states that regional tax is one of the original sources of regional income;
- b. that one of the sources of regional income is a hotel tax based on Article 2 paragraph (2) letter a of Law Number 28 of 2009 concerning Regional Taxes and Regional Retributions, which is one type of tax collected by the Regional Government;
- c. that based on the considerations as referred to in letter a and letter b, it is necessary to form a Regional Regulation concerning Hotel Taxes; Hotel tax, hereinafter referred to as tax, is a tax on services provided by the hotel.

Hotels are facilities for lodging / vacation services including other related services with a fee, which also includes motels, inns, tourism huts, tourism houses, guest houses, lodging houses and the like, and boarding houses with more than 10 (ten) rooms.

The object of tax is the service provided by the hotel with payment, include supporting services as a complete hotel that provide convenience and comfortable, includes sports and entertainment facilities. Supporting services as referred to in paragraph (1) are telephone, facsimile, telex, internet, photocopying, washing, ironing, transportation and other similar facilities provided or managed by the hotel.

Excluding tax objects as referred to in paragraph (1) are:

- a. dormitory services provided by the Government or Regional Government;
- b. rental services for apartments, condominiums and the like;
- c. residential services in the center of education or religious activities;
- d. hospital shelter services, nurse dormitories, nursing homes, orphanages, and other social care institutions; and
- e. travel agency or travel services organized by hotels that can be utilized by the public.

According to Article 4 (1) the tax subject is an individual or entity that makes payments to individuals or entities that seek hotels, (2) A taxpayer is an individual or entity that manages a hotel.

The tax base is the amount of payment or what should be paid to the hotel. The tax rate is set at 10% (ten percent), except for the boarding houses the tax rate

is set at 5% (five percent). The principal amount of tax payable is calculated by multiplying the tariff. Meanwhile, the tax period is a period of length of 1 (one) calendar month, which becomes the basis for taxpayers to calculate, deposit, and report tax payable.

The amount of tax deductible owed in the underpayment Regional Tax Assessment Letter/ *Surat Ketetapan Pajak Daerah Kurang Bayar* (SKPDKB) is subject to administrative sanctions in the form of interest of 2% (two percent) a month calculated from taxes that are underpaid or late for a maximum period of 24 (twenty four) months from when tax payable. The amount of tax deductible owed in the Additional Underpayment Regional Tax Assessment Letter / *Surat Ketetapan Pajak Daerah Kurang Bayar Tambahan* (SKPDKBT) is subject to administrative sanction in the form of an increase of 100% (one hundred percent) of the total tax deficiency. Increase is not imposed if the taxpayer reports himself before the inspection action is carried out.

The amount of tax owed in the SKPDKB is subject to administrative sanctions in the form of an increase of 25% (twenty five percent) of the tax principal plus administrative sanctions in the form of interest of 2% (two percent) a month calculated from less or late paid taxes for the longest period of 24 (twenty four) months calculated from the time the tax is due.

6. Tax Compliance

Nurmantu (2003) defines that compliance is a condition where the taxpayer adheres to the taxation and conscious regulations against tax rights.

According to Merriem Webster, compliance taken from the word obedient who has the meaning of like and obey the rules.

Obedience means obedience, submission to doctrine and also to existing regulations. So it can be said that taxpayer compliance is a person personal or legal entity who is obedient to tax laws. Compliance paying taxes is one of responsibility to government and people to God, in which government and people have rights and obligations. The obligation of the government is to make arrangements receipts and expenses so as to have the right to collect of the people under the applicable law. People themselves have the obligation to pay taxes and are entitled to supervise the use of contributions that has been paid to the state. Both the people and the government are bound together, therefore required the role of both parties in creating independence of a country, with the belief that there is always God overseeing the responsibilities of each party (Tahar and Rachman, 2014).

Muliari and Setiawan (2010) states the criteria of taxpayers who abiding by the Minister of Finance Decree No.544 / KMK.04 / 2000 are:

- a. Punctual to pay tax in the last two years to report SPT
- b. Have no tax arrears for all types of taxes, unless it has have permission to repay or delay tax payments.
- c. Do not punish for committing a criminal act of deep taxation the last ten years.
- d. In the last two years held bookkeeping and has never done tax audit, correction on the last tax audit for each taxable type is payable at most five percent.

- e. Taxpayers who have financial reports for the last two years audited by a public accountant and got a fair opinion without exceptions or opinions with exceptions to the extent it does not affect fiscal profit and loss.

7. Taxpayer Awareness

Taxpayer Awareness is a state of knowing or understanding about payment of taxes. According Safri (2013), Awareness is the state of knowing, the state of understanding and feeling. This understanding also includes both personal and group consciousness. So that the notion of consciousness is a state in which the individual Taxpayer as well as conscious entities and understand the rules of taxation.

According to Manik Asri (2009) taxpayers are said to have awareness taxation if it meets the following criteria:

- a. Aware of the exclusion of the Law and the provisions of taxation.
- b. Understand that the function of taxation is for state financing.
- c. Recognize that the tax provisions should be carried out in accordance with applicable provision.
- d. Count, report, and voluntarily paying taxes is not because of the coercion of any party.
- e. Calculate, report and pay correctly.

Muliari and Setiawan (2010) stated that the higher the level Taxpayer awareness, then understanding and implementation of obligations taxation will be done better so it can improve obedience. Ritonga (2011) states that

consciousness is a treatment against an object that includes assumptions and feelings and for act in accordance with the greater object.

8. Tax services

Tax service according to Boediono (2003) is a process of assistance to the taxpayer in certain ways that require sensitivity and interpersonal relationships in order to create satisfaction and success. According to Fuadi and Yenni (2013), service in the tax sector is a ministry provided by the tax collector in this case the Directorate General of Taxation to taxpayers in fulfilling their obligations. One of the important steps that should be done by the Indonesian government as a form of concern for service quality in Indonesia is by providing excellent service to the taxpayer in order to optimize tax revenue at Indonesia (Rahayu, 2010).

According Aryobimo (2012) Taxpayer perceptions about the quality fiscal services can be measured by the following indicators:

- a. The quality of interaction, how the fiskus in communicating tax service to the Taxpayer so they are satisfied with service.
- b. Environmental quality, the role of environmental quality from the tax office itself in serving the taxpayer.
- c. The results of service quality, service from the tax authorities can provide satisfaction against the Taxpayer then the taxpayer's perception of the tax authorities will be good so as to improve taxpayer compliance.

From the description above, it can be said that if the quality of interaction, environment as well as the results of service quality provided by the Tax Office is good, then it can give a positive perception on the tax on which in turns it will increase the motivation of taxpayers in paying taxes.

The purpose of excellent service is as follows:

- a. Achieving a high level of voluntary compliance from the Taxpayer.
- b. Achieving a high level of confidence in tax administration will be achieved.
- c. Achieving productivity of the tax apparatus will be achieved.

9. Tax Sanctions

Tax sanctions can be used as a guarantee that legislation is adhered to (Tahar and Sandy, 2011). Taxation sanctions arise because of a violation of the taxation laws. According to Mardiasmo (2011), tax sanctions will affect compliance of taxpayer. The greater the errors committed by a mandatory taxes, the sanctions will also be more severe. Sanctions are negative penalties for anyone who violates the rules, and fines constitute penalty by paying some money for committing an offense rules, so that it can be said penalty fine is a negative punishment which is imposed on the violator of the rules by paying a sum money (Suhartono, 2010).

The amount of tax deductible owed in the underpayment Regional Tax Assessment Letter (SKPDKB) is subject to administrative sanctions in the form of interest of 2% (two percent) a month calculated from taxes that are underpaid or late for a maximum period of 24 (twenty four) months from when tax payable. The amount of tax deductible owed in the Additional Underpayment Regional

Tax Assessment Letter (SKPDKBT) is subject to administrative sanction in the form of an increase of 100% (one hundred percent) of the total tax deficiency. Increase is not imposed if the taxpayer reports himself before the inspection action is carried out.

The amount of tax owed in the SKPDKB is subject to administrative sanctions in the form of an increase of 25% (twenty five percent) of the tax principal plus administrative sanctions in the form of interest of 2% (two percent) a month calculated from less or late paid taxes for the longest period of 24 (twenty four) months calculated from the time the tax is due.

10. Understanding of Tax Regulations.

Understanding of tax laws means knowledge of taxpayer about the rules in taxation, starting from understanding of the rates charged until the benefits of that tax they pay which will be received indirectly. Rahayu (2010) said the taxpayer must have general knowledge related to the provisions and procedures of taxation, knowledge of the tax system implemented in Indonesia, and know the function of own taxes. High or low knowledge and insight of a mandatory taxes will affect the quality of knowledge and understanding Taxpayers on Taxation (Supriyati and Hidayah, 2008).

Widayanti and Nurlis (2010) explain that a taxpayer know and understand the tax laws are as follows:

- a. Knowledge and understanding of his rights and obligations as taxpayer. A Taxpayer will fulfill the right and obligations if they already know what their obligations are.

- b. Having a Taxpayer Regional Identification Number / *Nomor Pokok Wajib Pajak Daerah* (NPWPD) as identity of local taxpayer is a mean as an effort to make efficient tax administration. Taxpayer who has earned income must register themselves to get NPWPD, having NPWPD will be in line with knowledge and understanding of tax laws have also been owned by the Taxpayer.
- c. Knowledge and understanding related to taxation sanction that will be given. Taxpayers who already know the tax sanctions will be more aware to perform its obligations because they know and understand the sanctions they will get if they neglect their obligations.
- d. Knowledge and understanding of Taxable Income, Income Not Taxable, and tax rates. By knowing these issues the taxpayer will be able to calculate the tax on his own payable with good and right.
- e. Knowledge and understanding by Taxpayers obtained through socialization conducted and implemented by tax office.
- f. Taxpayers know and understand the tax regulations after they attend training related to taxation.

Based on the understanding described above, the level of understanding taxation is the level of knowledge and thoughts of the Taxpayer about tax obligations to contribute to the State for financing and national development to achieve justice and prosperity.

11. Religiosity

Religiosity is an ethical attitude of taxpayers where taxpayers trust the existence of God (Basri, 2015). According to Capanna, et al, (2013) religiosity is a belief in a particular religion which a person is carrying out religious orders and away from religious prohibitions. A person referred to here is a taxpayer.

12. Hypothesis Development

a. The Effect of Tax Regulation Understanding toward Taxpayer Compliance

Understanding of tax laws is the ability of a taxpayer in understanding tax laws are good about tariffs imposed as well as tax benefits they will feel after paying tax. Yulianawati and Hardiningsih (2011) express knowledge taxation gained from formal education will be non formal and impact on taxpayer compliance to pay taxes, because knowledge of taxation is a fundamental thing that must be owned by taxpayer.

Tax collection system in Indonesia is a self assessment system. This tax collection system requires a variety of regulations which is used as a control tool, and the understanding of taxpayers, so this will affect the success or failure of system implementation this self assessment. The existence of the taxpayer's lack of understanding against tax rules tend to make taxpayers become disobedient.

Attribution theory defines that every single person is paying attention to the others and try to know whether his action are coming from internal or external influence (Robbins and Judge, 2008). Internal factors are factors

coming from their own under control or coming from their inner voice. While external factors means affected by other factors such as situations or regulations. This theory is suitable to measure about tax regulations understanding.

According to research conducted by Irianingsih (2015), knowledge taxation has no effect on taxpayer compliance. Several other studies, including: Kusuma and Supadmi (2016), state that the understanding of taxation legislation contributes positive in improving taxpayer compliance. Punarbhawa and Aryani (2013), the results of their research states that knowledge of taxpayer have a positive effect on taxpayer compliance. Results from the study by Rahmanto (2015) states that taxpayers' knowledge is influential positive and significant to the compliance of taxpayers. In this research, researcher takes the hypothesis the higher the understanding of a taxpayer on the tax laws, the higher the level of compliance a Taxpayer. The fourth hypothesis proposed in the study this, namely:

H1: The tax regulation understanding has a positive effect on taxpayer compliance

b. The Effect of Taxpayer Awareness toward Taxpayer Compliance

Taxpayer Awareness is the time when the taxpayer is aware and voluntarily comply with applicable tax laws. Irianto (2005) exposes some awareness criteria that pushes the Taxpayer to pay taxes. First, the realization that paying taxes is a form of citizen participation to support state development. Second, awareness that undertaking delays and reductions in tax

payments can harm the country. Third, the realization that taxes are set by the law thus it has a coercive nature.

Ajzen (2005) explains that behavior is based on factors by considerations of a desire will perform or not conduct a behavior, various considerations then the intention to be a behavior. There are three components that affect behavioral intentions, such as attitude, subjective norm, and behavior control. This theory is suitable to measure about taxpayer awareness.

Research conducted by Rahmanto (2015) states that taxpayer awareness has a positive and significant impact on compliance of taxpayer. Kusuma and Supadmi (2016) stated that awareness of taxpayer has a positive influence on taxpayer compliance. This research is in line with research Muliari and Setiawan (2010) and Manik Asri (2009) which states Taxpayer awareness has a positive influence towards taxpayer compliance.

Furthermore, Jatmiko (2006) found that taxation awareness also has a positive effect on compliance of taxpayer. Taxpayers awareness of the taxation function as state financing is indispensable for improving mandatory compliance taxes (Nugroho, 2006). It is different from with Heryanto and Toly's research (2013) stating that taxpayer awareness has a negative effect towards taxpayer compliance.

In this study, researcher chooses the hypothesis that awareness of taxpayer has a positive effect on taxpayer compliance as it progressively increases many taxpayers to voluntarily comply tax laws and pay their taxes, then the taxpayer compliance level will also be better. The more Taxpayers who pay the tax then

the higher the tax revenues in the area. The first hypothesis which is proposed in this research, namely:

H2: Taxpayers awareness has a positive effect on taxpayers compliance

c. The Effect of Tax Sanctions toward Taxpayer Compliance

Tax sanctions are punishments imposed and granted by the government to a taxpayer in violation of the taxation law and prevailing taxation provisions with the aim of providing a deterrent effect for the offense to be aborted. Sanctions are a the act of punishment given to the offender regulations (Arum, 2012). Tax sanctions are implemented with increase taxpayer compliance with their obligations as Taxpayer. Taxpayers' liability is to pay taxes, and taxes as the implementer of tax collection is obliged to be firm and fair within sanction for higher taxpayer compliance.

Tax sanctions are a guarantee that tax laws have followed and complied with by all Taxpayers in Indonesia, in other words sanctions taxation serves to block the occurrence Taxpayer non-compliance with tax regulations (Mardiasmo, 2011). The application of tax penalties either criminal or administrative is able to encourage Taxpayer compliance during its delivery is consistent and remains in effect for anyone who commits an offense (Hutagaol, 2007).

Attribution theory explains the process of how we determine causes and motives about one's behavior. This theory explains that when an individual observes a person's behavior, then that individual will try to determine whether the behavior is caused internally or external (Robbins and Judge, 2008).

Internally induced behavior means that behavior believed to be under the control of an individual. Behavior that is externally meant that behavior is regarded as the result of external causes, such as being forced to do something because of the situation that force him. In this hypothesis, the external factors from Attribution Theory is very suitable to measure about Tax Sanctions.

According to Mardiasmo (2011), tax sanctions will affect Taxpayer compliance. According Rahmanto (2015), fine sanction has positive and significant effect to taxpayer compliance. Kusuma and Supadmi (2016) states that tax sanctions have influence positive against taxpayer compliance. This is in line with Putri and Jati (2012), as well as Tiraada (2013) stating that tax sanctions have a positive effect on taxpayer compliance. Implementation of taxation sanctions will be increasingly detrimental to the taxpayer so they will prefer to abide by its tax obligations. These studies do not match the research Winerungan (2013) which results in that tax sanctions have no effect on taxpayer compliance.

In this study, researcher takes a hypothesis as more assertive sanctions the taxation imposed will result in higher level of taxpayer compliance, because taxpayers will feel the need to pay tax them so they are not subject to sanctions. The third hypothesis is proposed in this study, namely:

H3: Tax sanctions have a positive effect on taxpayer compliance.

d. The Effect of Tax Authorities Services toward Taxpayer Compliance

Quality of service is how big the level of service is provided by the tax authorities to the Taxpayer who or will pay their obligation is paying taxes. Everyone will certainly feel happy to get good service. So is the taxpayer when it will fulfill its obligations. If the taxpayer gets good service, he will certainly feels happy and it is expected he will improve his compliance to tax laws.

Attribution theory defines that every single person is paying attention to the others and try to know whether their action are coming from internal or external influence (Robbins and Judge, 2008). This theory is suitable to measure Tax Authorities Service.

According to Fuadi and Yenni (2013), service in the tax sector is services provided by the tax collector in this case the Directorate General Tax to taxpayers in fulfilling their obligations. Hardiningsih and Yulianawati (2011) stated that quality can be defined as circumstances related to a product, the provision of services, one ministry, a process and a scope that can fulfill or exceed the desired expectations.

The better service provided is expected to be able to improve taxpayer compliance in fulfilling its obligations. There are good services from the relevant tax authorities can become main capital and become an important thing to be able to attract the attention of the taxpayer. Tax services can be either facilities or all kinds of activities to support taxpayers to be able carry out their obligations to pay taxes easily, such as providing the necessary facilities and infrastructure, or most importantly the existence of a tax

apparatus that can uphold integrity, accountability, and transparency to raise the trust of the taxpayers themselves.

Kusuma and Supadmi (2016) state that the quality of service has a positive effect on taxpayer compliance. This study is relevance with research of Putri and Jati (2012) stating that quality services have a positive effect on taxpayer compliance. A research by Putri (2012) also shows that service quality is partially influence towards taxpayer compliance. Another research conducted by Winerungan (2013) resulting that the quality of the tax service has no effect against taxpayer compliance.

In this study, researcher takes the hypothesis that the better the services provided by the fiskus will gain higher levels compliance of a taxpayer, because good service is considered to able to give a good impression and increase the spirit of the Taxpayer in pay their taxes. The fourth hypothesis proposed in the study is :

H4: Tax authorities services have a positive effect on taxpayer compliance

e. The Effect of Religiosity toward Taxpayer Compliance

Taxpayers who are religious, then taxpayers will try to carry out religious orders. Taxpayers consider that if they violate religious regulations, the taxpayer will feel guilty. Taxpayers are afraid to do unethical things as they afraid not to comply tax regulations. On this basis the taxpayer will try to comply the tax regulations, because the taxpayer considers paying taxes as an ethical behavior. Where the taxpayer has the same ethical behavior by running the religious orders.

Theory of Planned Behavior is the theory that explains that an individual's behavior is influenced by wants and judgment. Theory of Planned Behavior is the perfect blend of reason action theory developed by Ajzen (2005). The main focus of both theories is the same intention of the individual to perform certain behaviors. Motivational factors that influence individual behavior can be seen from the intention. Intention is an indication to see how far someone wants to try and how much effort the individual does to be able to do a behavior.

The results of the study by Utama and Wahyudi (2016), Benk, et al (2016), Retyowati (2016), Anggraeni (2016), Torgler (2012), Wati (2016) show the results that taxpayers who have high religiosity, the taxpayer will try to comply with tax regulations. Based on the above description, the following hypothesis can be drawn:

H5: Religiosity has a positive effect on taxpayer compliance

13. Research Model

This study examines the analysis of taxpayer compliance taxpayer awareness variable, service quality, sanction taxation, and understanding of tax laws on Regional Regulations Sleman Regency number 1 year 2011 boarding house tax category as the variables.

Based on the description, the relationship between the dependent variable with its independence shown in the conceptual framework as the following:

Figure 1.2 Research Model

