ABSTRACT

This research aims to find out and analyze whether there is an effect on

service quality, tax penalties and taxation knowledge on restaurant taxpayer

compliance. This research was conducted on Restaurant Taxpayers registered at

DPPKAD Bantul. From the research, there were 121 taxpayers' respondents. This

research was conducted because of inconsistency results found in previous studies

conducted by Ilat et al. (2016).

This research is descriptive research with a quantitative approach. The

object of this research is all restaurant taxpayers in Bantul. The data in this research

were obtained through a questionnaire.

The results showed that service quality has a significant positive effect on

restaurant taxpayer compliance. Tax penalties have a significant positive effect on

restaurant taxpayer compliance. Taxation knowledge has a significant positive

effect on restaurant taxpayer compliance.

Keywords: service quality, tax penalties, taxation knowledge and restaurant

taxpayer compliance

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