

## CHAPTER I

### INTRODUCTION

#### A. Background

Tax is a milestone for state revenues and is used to finance state expenditures. Taxes are derived from public dues and can be enforced with no direct rewards that are managed by the Directorate General of Taxes. The Government through Institutions of the Ministry of Finance state that finance the activities of the state starting from paying salaries, subsidizing, paying foreign debts and developing infrastructure.

Tax is the state's largest income. Based on the data form Ministry of Finance state income in 2018 is (Rp 1.894,7 trillion). Thus income came from PNBP (Rp 275,4 trillion), receipt of grants (Rp 1,2 Trillion), and the largest is tax income (Rp 1.618,1 trillion or 85.4%). Tax revenues come from contributions to be paid by the people as a consequence of the coming into effect of the Act. The taxpayer does not get paid directly from the paid contribution. Therefore taxpayers are reluctant to pay taxes. Everyone is reluctant to pay taxes, one reason is that there is no direct contracting or reward received when someone pays taxes (Sakti, 2015).

Based on shari'a, etymologically, tax comes from the Arabic language referred to *dharibah*, means to establish, determine hitting, oblige, explain or charge. The word *Dharibah* in it has many meanings, but the scholars use *dharibah* to define collected treasure as a liability. This is evident in the phrase that *jizyah* and *kharaj* are *dharibah*. That is mandatory. Even some scholars say *kharaj* is

*dharibah*. In the Qur'an, it is said that the meaning of the word *Jizyah* on QS. At-Thaubah verse 29 is defined as Tax (Gusfahmi, 2015). This is explained in the QS. At-Thaubah verse 29:

قَاتِلُوا الَّذِينَ لَا يُؤْمِنُونَ بِاللَّهِ وَلَا بِالْيَوْمِ الْآخِرِ وَلَا يُحَرِّمُونَ  
مَا حَرَّمَ اللَّهُ وَرَسُولُهُ، وَلَا يَدِينُونَ دِينَ الْحَقِّ مِنَ الَّذِينَ  
أُوتُوا الْكِتَابَ حَتَّى يُعْطُوا الْجِزْيَةَ عَنْ يَدٍ وَهُمْ  
صَاغِرُونَ ﴿٢٩﴾

Translation: “Fight those who do not believe in Allah or in the Last Day and who do not consider unlawful what Allah and His Messenger have made unlawful and who do not adopt the religion of truth from those who were given the Scripture - [fight] until they give the jizyah willingly while they are humbled” (QS.[9]:29)

In the Qur'an and translations, the meaning of the word *Jizyah* on QS. At-Thaubah verse 29 is defined as Tax (Gusfahmi, 2015). From QS translation. At-Thaubah verse 29, the researcher understand that the government may make tax withdrawals to society whatever their religion because the government has served the society in the form of development efforts and community justice. In an effort to make the distribution of development, it is impossible for the government to carry it out effectively and efficiently. To be able to organize and monitor directly problems found in a region, then decentralization is a good step done by the central government.

Then, tax aims to improve the welfare of the community in the form of improvement of public facilities. The contribution of taxes to state revenues is increasing from year to year. Indonesia's natural wealth is unreliable as a major source of state revenues. Based on ([www.kemenkeu.co.id](http://www.kemenkeu.co.id)) that was accessed on 2018 in the state revenue budget, taxes dominate state revenues by 85.4% income from tax. Thus the presentation is very large, meaning that tax is very important in the life of the state. Compared to the compliance with taxpayer agency, it has increased every year the data from ministry of finance ([www.kemenkeu.go.id](http://www.kemenkeu.go.id)) tax has increasing from 2014 the tax income is Rp 1.147,9 trillion or increase 6,5%, 2015 is Rp 1.250,4 trillion (8,2%), 2016 is Rp 1.285 trillion (3,6%), 2017 is Rp 1.472,7 Trillion (14,6%), then in 2018 tax income is Rp 1.618,1 trillion. To achieve this objective, the Directorate General of Tax needs to improve the quality of service for Taxpayers for reporting their SPT (tax inform reporting notice). Repairs for improvement are always made by the Directorate General of Taxation as the tax collecting authority in Indonesia, so that acceptance can be optimized.

In this era of globalization, many changes in aspects of life. For example, the development of technology that really happens and influences our life. Technology was developing from year to year. The effect of technological advances brings ease in performing archival tasks. The main advantages in electronic archives are certainly more practical and have a smaller risk. To anticipate the development of information and technology, the various breakthroughs associated with information technology in the activities of taxation are done continuously, with the aim to facilitate and optimize services to taxpayers.

Directorate General of Taxation strives to meet the aspirations of taxpayers by facilitating the procedures of reporting the SPT either monthly SPT or annual SPT. The Director General of Taxation issued the Decree of the Director General of Taxes No. KEP-88 / PJ. / 2004 dated May 14, 2004 concerning Electronic Letter of Notification. After the success of the e-SPT program, the Directorate General of Taxation issued a decree KEP-05 / PJ / 2005 dated January 12, 2005 on Procedure of Submitting SPT electronically (e-Filing) through Application Service Provider Company (ASP).

Subsequently, the Directorate issued PER-36 / PJ / 2013 on Amendment to DJP Regulation No. PER-47 / PJ / 2008 on the procedure of Submission of Notification and Submission of Notification of Extension of Electronic Annual Letter of E-Filing through Application Service Provider Company (ASP). Subsequently, it issued PER-03 / PJ / 2015 on the delivery of electronic notices to supplement the previous regulation. The application makes it easy for taxpayers in reporting SPT.

Taxpayers who originally reported direct tax to the Tax Office (KPP) in the form of paper or forms, now reporting SPT can be done online anywhere and anytime. E-Filing is an electronic delivery service or delivery of SPT for both individuals and entities (companies, organizations) to Directorate General of Taxation through an ASP (Application Service Provider or Application Service Provider).

E-Filing is done by utilizing online and real time internet channels, so taxpayers no longer need to print all report forms and wait for receipts manually (Laihad, 2013). In addition to facilitating taxpayers in reporting taxes, the implementation of e-Filing can also address some of the problems faced by the DJP. Among these problems are the large administrative burden for the DJP in the receipt, processing and archiving SPT throughout the year. Mukti Agus Budi Santoso as Head of Development and Extension of Directorate General of Tax in Tax Office Jakarta in DJP website revealed that e-Filing is published to reduce direct meeting between taxpayer with officer, reduce queue volume, and reduce the physical file of tax document, so now it is easier. (Sesa, 2015). However, currently, the majority of taxpayers have not implemented e-Filing.

This is due to the lack of socialization of the DJP and the low taxpayers' knowledge of new technologies (internet) to report taxes. Thus, taxpayers assume that using e-Filing will be more difficult than done it manually. Whereas by using e-Filing will facilitate the taxpayer in reporting the SPT and accuracy is assured. According to Dewi (2009) in Putra, Firdaus, and Misra (2013), if the taxpayer's participation in Using e-Filing is still low then it will result in low return received by DJP.

DJP will incur losses because it has cost a lot to create the information system. Taxpayers who already use e-Filing will not continue to use it. The taxpayer returns to report SPT manually, since some taxpayers find it difficult to use e-Filing. Then Taxpayers also consider that using e-Filing is expensive, less

practical, and complicated. Therefore, it is necessary to conduct intensive socialization on the enactment of e-Filing by the government, especially the DJP.

Several studies on the effect of taxpayers' behavior in using e-Filing have been done. However, the results still show inconsistency. It can be happen because of the different of environment and degree of citizen's knowledge. This study aims to re-examine the effects of taxpayers' behavior in using e-Filing. The effects of taxpayer behavior tested in this research are Perceived Usefulness, Perceived Ease to Use, Perceived Satisfaction, Experience, Security and Privacy, and Taxpayer Information Technology Readiness.

There are a number of studies that reveal the effect of taxpayers' behavior on e-filing. Research from Laihad (2013) states that the Perceived Ease to Use significantly influence the use of e-Filing, and attitude has no significant effect on the use of e-Filing. Meanwhile according to Salim (2013) states that the perceived of usefulness does not affect the intensity of behavior in interest of individual taxpayers to use e-Filing according to Wowor (2014) stated that the perceived of Experience significantly effects the use of e-Filing.

Meanwhile, according to Salim (2013) Experience has no effect on the use of e-Filing. Furthermore, he states that the perceived of the use and readiness of taxpayer information technology has no effect on the use of e-Filing. In addition, Son, Firdaus, and Misra (2013) state that perceiveds of the usefulness of e-Filing have a positive effect on behavioral interest in using e-Filing. This is in line with the theory put forward by Davis F.D (1989) in Son, Firdaus, and Misra (2013),

Perceived Usefulness that using the system can increase the level of user trust so that users will be able to improve their performance. Then states that the perceived of ease has a positive influence on behavior interest to use e-Filing.

Ease of using e-Filing is not only easy to learn and use this technology, but also refers to the ease of doing a job. Use of a system will make it easier for someone to work than to do it manually as proposed by Primary (2008) in Son, Firdaus, and Misra (2013). In fact, using e-Filing is new for taxpayers. Taxpayers are required to apply e-filing in reporting taxes to be effective and efficient for taxpayers and DJP. Therefore, taxpayer behavior is needed as a benchmark in the use of e-Filing, so that taxpayers understand about Using e-Filing and want to use e-Filing. Research on the influence of taxpayers' behavior on using e-Filing Taxpayer has been done by Son (2013). This study discusses the factors that influence the interest of taxpayer's behavior to use e-Filing by making questionnaires to taxpayer Agency in Padang city that is perceived of usage, perceived of ease, complexity of use, volunteer, perceived of Experience, perceived of Security and Privacy to behavior.

This research replicates from the research of Andi and Dara Novita Sari (2017). The same between this research and previous research are using theory of Technology Acceptance Model (TAM) and adding variable that give positive effect toward e-filling namely Perceived Usefulness, Perceived Ease to Use, Perceived Satisfaction, Security and Privacy, and Readiness Technology Taxpayer's Information. Then, for the difference between this research and the previous research are The researcher adds independent variable namely

Experience from previous research that has been done by Nanik Ernawati and Amin Kuncoro (2016), also the another difference with the previous research is this research take place in Temanggung Central Java.

Temanggung is an area in Central Java that is experiencing an increase in population of citizen along with economic and technological developments (BPS Temanggung 2017). In the world of taxation, Temanggung is an area where the implementation of E-filing is still not mandatory and there is an increase in the number of registered taxpayers. Data from KPP Temanggung states that the number of registered taxpayers and registered taxpayers who use e-filing also continues to increase from 2014 to 2018.

In 2014 the number of registered taxpayers is 87,344 with 0 taxpeyers who use e-filing, 2015 the number of registered taxpayers is 98,113 with 11.239 taxpayers who use E-filing, 2015 the number of registered taxpayers is 98,113 with 11.239 taxpayers who use E-filing, 2016 the number of registered taxpayers is 112,059 with 35,211 taxpayers who use E-filing, 2017 the number of registered taxpayers is 123,781 with 14,186 taxpayers who use E-filing, then in 2018 the number of registered taxpayers is 133,016 with 20,806 taxpayers who use E-filing. From the data above it can be concluded that the use of e-filing as a suggestion for submitting SPT has not been fully utilized by the taxpayer.

Looking at these facts need to be studied related to the benefits and experience of taxpayers on the use of e-filing, so the e-filing system can be useful and make taxpayers interested in reporting their SPT using e-filing for the



continuity of this system which will increase state income through tax especially in the Temanggung area. Based on those background information above, the researcher interested in looking for **The Factors Affecting The Interest Of Individual Taxpayers In Using E-Filing (Empirical Study on KPP Temanggung).**

## **B. Research Scope**

The scopes of this research are:

1. Independent variable tested in this research are Perceived Usefulness, Perceived Ease to Use, Perceived Satisfaction, Security and Privacy, Readiness Technology Taxpayer's Information, and Experience. While the dependent variable in this research is The Interest of Individual Taxpayers in Using E-Filing.
2. Samples used in this research are individual taxpeyers that registered in KPP Pratama Temanggung.

## **C. Research Question**

Based on the background, this research will analyze Perceived Usefulness, Perceived Ease to Use, Perceived of Satisfaction, Security and Privacy, Readiness Technology Taxpayer's Information, and Experience on The Interest of Individual Taxpayers in Using E-Filing. The formulation of the problem is follows:

1. Does Perceived Usefulness have positive effect to The Interest of Individual Taxpayers in Using E-Filing?

2. Does the Perceived Ease to Use have positive effect to The Interest of Individual Taxpayers in Using E-Filing?
3. Does Perceived Satisfaction have positive effect to The Interest of Individual Taxpayers in Using E-Filing?
4. Do Security and Privacy have positive effect to The Interest of Individual Taxpayers in Using E-Filing?
5. Does Readiness Technology Taxpayer's Information have positive effect to The Interest of Individual Taxpayers in Using E-Filing?
6. Does Experience have positive effect to The Interest of Individual Taxpayers in Using E-Filing?

#### **D. Research's Objective**

Based on the formulation, this study has objectives as follows:

1. To examine the positive effect on Perceived Usefulness to The Interest of Individual Taxpayers in Using E-Filing.
2. To examine the positive effect on Perceived Ease to Use to The Interest of Individual Taxpayers in Using E-Filing.
3. To examine the positive effect on Perceived Satisfaction has positive affect to The Interest of Individual Taxpayers in Using E-Filing.
4. To examine the positive effect on Security and Privacy to The Interest of Individual Taxpayers in Using E-Filing.
5. To examine the positive effect on Readiness Technology Taxpayer's Information to The Interest of Individual Taxpayers in Using E-Filing.

6. To examine the positive effect on Experience to The Interest of Individual Taxpayers in Using E-Filing.

#### **E. Research Contribution**

Based on the research objectives above, the expected benefits in this study are as follows:

1. Theoretical Benefits

The results of this study are expected to add insight about science in the field of Taxation. Then, this result of research can increase the knowledge of researcher in the field of Taxation. Especially they can know what factors and evidence that can affect The Interest of Individual Taxpayers in Using E-Filing.

2. Practical Benefits

- a. The Directorate General of Taxation

This research is expected to be useful to improve the service of information system and maintenance system information concerned. As a result, taxpayers who report their taxes will feel more comfortable using the services that have been provided by the Directorate General of Taxation (DJP).

- b. Taxpayers

This research can be used as a consideration and reference for Taxpayers in the delivery of SPT using e-filing. Thus taxpayer will understand more about the use of e-Filing and can use the service well.

c. For Researchers

This research can increase the knowledge of researchers in the field of Taxation. Especially they can know what factors that affecting The Interest of Individual Taxpayers in Using E-Filing.

d. Further Research

The results of this study are expected to increase the knowledge of the readers. In addition, it can be a reference material or consideration in further research on the factors that affecting The Interest of Individual Taxpayers in Using E-Filing as an addition to the scientific discourse.