AN ANALYSIS OF FACTORS WHICH INFLUENCED THE ADHERENCE OF INDIVIDUAL TAXPAYERS TO THE KKP (TAX SERVICE OFFICE) PRATAMA PEMATANG SIANTAR WITH TAX AUDIT AS MODERATING VARIABLE

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Abstract: The objective of the research was to analyze some factors which influenced the adherence of individual taxpayers to the KKP (Tax Service Office) Pratama Pematangsiantar with tax audit as moderating variable. The research used associative causal method. The population was individual taxpayers registered at the KKP Pratama, Pematangsiantar. The samples were taken by using non-probability sampling or convenience sampling technique. The data were gathered by using questionnaires, and analyzed by using multiple linear regression analysis and absolute deviation test. The result of the research showed that, simultaneously, the variables of taxpayers’ knowledge of taxation, taxpayers’ awareness, taxation socialization, administrative sanction, and fiscal service had significant influence on taxpayers’ adherence to KKP Pratama, Pematangsiantar. Partially, taxpayers’ knowledge of taxation and administrative sanction did not have any influence taxpayers’ adherence to the KKP Pratama, Pematangsiantar. Taxpayers’ awareness, taxation socialization, and fiscal service had positive and significant influence on taxpayers’ adherence to the KKP Pratama, Pematangsiantar. Tax audit as moderating variable could strengthen the correlation between taxation socialization and taxpayers’ adherence to the KKP Pratama, Pematangsiantar.

Keywords: Adherence, Knowledge, Awareness, Socialization, Sanction, Service, Audit

1. INTRODUCTION

Every country carried out development which followed by equalization in the economic sector with the aim of its people’s welfare. To be able to maintain and improve the quality of sustainability of national development, a budget is needed. The major source of income contribution came from tax sector, which in 2015 contributed to state revenue of 82.25% and increase to 82.59% in 2016. By a high level of tax revenue, it should be balanced with the achievement of the tax ratio. Tax ratio was a measure or comparison between tax revenue collected in a period with Gross Domestic Product in that period to measure performance in tax sector. But, the achievement of the tax ratio in Indonesia is still relatively low. Based on data from the OECD (Organization for Economic Co-operation and Development), the tax ratio in Indonesia lags behind that of neighboring countries in ASEAN, especially Thailand with a tax ratio above 15%. In fact, the average OECD state tax revenue is 33.8% of GDP (www. Kemenkeu.go.id, 2018).
According to UU No.28/2007 as General Provision and Procedures of Taxation (KUP), tax is a mandatory contribution to the state owed by an individual or an entity that is compulsory based on the law by not getting compensation directly and used for the state treasury to be used to finance government spending and national development. Therefore, to achieve the target of tax revenue by the central government, the role of the civilian is needed in the form of tax compliance in implementing tax obligations in accordance with the provisions of tax laws.

Data regarding the number of individual taxpayers registered in the tax Service Office (KPP) Pratama PematangSiantar 2015-2017 as follows:

<table>
<thead>
<tr>
<th>Years</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Number of Registered Individual Taxpayers</td>
<td>150.629</td>
<td>160.655</td>
<td>170.413</td>
</tr>
<tr>
<td>The Number of Effective Individual Taxpayers</td>
<td>102.314</td>
<td>112.325</td>
<td>122.080</td>
</tr>
<tr>
<td>The Number of Reported SPT</td>
<td>59.610</td>
<td>73.385</td>
<td>59.720</td>
</tr>
<tr>
<td>The Percentage of Individual Taxpayers’ Adherence</td>
<td>39.57%</td>
<td>45.68%</td>
<td>35.04%</td>
</tr>
</tbody>
</table>

Source: Tax Service Office PematangSiantar, 2018

From the table 1, it can be seen that the level of individual taxpayers compliance at KPP Pratama PematangSiantar had not been stable due to a decrease in the percentage of individual taxpayers compliance in 2017 where of the total taxpayers of 170.413 taxpayers, only 59.720 taxpayers submitted annual SPT. This certainly will have a bad impact on the Central Government in this case the Directorate General of Taxes (DJP) and the Taxpayers themselves. In order to improve taxpayers compliance by testing compliance with taxation fulfilment with taxation obligations, maintaining the integrity and professionalism of tax auditors and to improve the quality of audit findings, a tax audit is required. Through a series of tax audits it is expected to be able to increase tax revenues and expand the tax base in the long term. In other words, tax audits are expected to be able to explore the potential subject of tax and tax objects. tax subject can be in the form of private individuals who have been supposed to register themselves to obtain a NPWP but do not implement it, while in terms of tax object in the form of income owed to the state.

Based on the explanations of phenomena, the objectives of the research were as follows:
1. To find out and analyze the influence of taxpayer taxation knowledge, taxpayer awareness, tax socialization, administrative sanctions and simultaneous and
partial tax authorities services on individual taxpayer compliance at KPP Pratama Pematangsiantar.

2. To find out and analyze whether tax audits are able to moderate the relationship between knowledge of taxation taxation, awareness of taxpayers, socialization of taxation, administrative sanctions and tax authorities services with individual taxpayer compliance at KPP Pratama Pematangsiantar.

2. LITERATURE STUDY AND HYPOTHESIS DEVELOPMENT

2.1 Taxpayers’ Knowledge of Taxation

Taxpayer tax knowledge is information related to the implementation of tax rights and obligations obtained by taxpayers to make decisions in the field of taxation. According to Rahayu as quoted by Sari (2017), the concept of tax knowledge can be assessed from 3 aspects, including: a) Knowledge of General Provisions and Procedures for Taxation (KUP), namely knowledge of taxpayer obligations and rights, Reporting Form (SPT), Taxpayer Identification Number (NPWP) and payment, collection and tax reporting procedures; b) Knowledge of the taxation system in Indonesia, the taxation system applied in Indonesia in the form of a self assessment system; c) Knowledge of the functions of taxation, namely knowing that the tax function is a source of state revenue and as a tool for regulating policies in the social and economic fields.

2.2 Taxpayers’ Awareness

Awareness is a state of knowing, understanding and feeling (KBBI, 2008). So that the awareness of taxpayers is the condition of knowing or understanding things related to taxation. According to Irianto (2005), indicators that affect the awareness of taxpayers, namely: a) Awareness that taxes are a form of participation in supporting the country's development; b) Awareness that delays in paying taxes and reducing the tax burden are very detrimental to the state; c) Awareness that taxes are stipulated by law and can be imposed.

With the Self Assessment taxation system that applies in Indonesia, where it gives trust to taxpayers to carry out the obligation to calculate, pay/deposit and report, taxpayers must have a level of awareness of existing tax obligations. With the new taxation system, it is also expected to create an element of justice and truth, given that the taxpayers in question are actually aware of the amount of tax owed (Kiryanto, 2000).

2.3 Taxation Socialization

Tax socialization is an effort made by the Directorate General of Taxation to provide knowledge to the public and especially taxpayers to know about all matters regarding taxation, both regulations and taxation procedures through appropriate methods (Wahono, 2012).

With the taxation system in Indonesia which adheres to the self assessment system where the taxpayer calculates, pays and reports the tax payable, the taxpayer must have a good understanding of his tax obligations. Therefore, with the introduction of taxation, it is expected to increase the understanding of taxpayers so that taxpayer compliance can be increased. In other words, the Directorate General of Taxes must play an active role in providing tax socialization and activities such as tax
Based on the Circular Letter of Director General of Tax No. SE-22 / PJ. / 2007 concerning the Uniformization of Taxation Information for the public, the provisions for socialization are regulated as follows: Information Media, Slogan, Delivery Method, Quality of Information Sources, Socializations’ Subjects and Extension Activities.

2.4 Administrative Sanction

According to Arum in Ananda (2015), sanctions are acts in the form of punishments given to people who violate the rules. The punishment given is in the form of billing a sum of money for violations of the regulations stipulated in the taxation law. Because administrative sanctions can make a person go bankrupt by confiscating someone’s wealth to pay off the tax debt, the application of administrative sanctions takes precedence over criminal sanctions in tax law so that the goal of welfare and justice for all Indonesian people can be achieved immediately. In Law Number 28 of 2007, there contains 3 types of administrative sanctions including: 1) Fines, namely administrative sanctions imposed due to negligence in carrying out tax reporting; 2) Interest, namely administrative sanctions imposed due to negligence in carrying out tax payments and / or deposits; 3) Increase, namely administrative sanctions that must be paid due to violations relating to obligations stipulated in the sanctions provisions.

2.5 Fiscal Service

According to KBBI (2008), service is an effort to serve the needs of others by obtaining rewards or ways of serving. While tax authorities are tax officers. Thus, the tax office service is a form of service in giving of information relating to taxation by tax officers to taxpayers regarding tax obligations. In practice, the benchmark of service to taxpayers is based on the basic rights of taxpayers who are usually stated in developed countries as follows: 1) The right to obtain information, assistance and hear complaints; 2) Right to appeal; 3) The right to only pay taxes that should be owed according to the provisions of legislation and not more than they should; 4) The right to obtain legal certainty; 5) The right to guarantee that the taxpayer's personal rights are not violated; 6) Right to confidentiality.

2.6 Taxpayers’ Adherence

In the Indonesian General Dictionary, obedience means submitting or obeying the teachings or rules. According to Gunadi (2005) tax compliance can be interpreted that taxpayers have a willingness to fulfill their tax obligations in accordance with applicable rules without the need for checks, thorough investigations, warnings or threats and the application of administrative sanctions. So that it can be concluded that taxpayer compliance is a condition where taxpayers carry out aspects of taxation properly and correctly so that they are not subject to tax sanctions.

The criteria for compliant taxpayers according to the Minister of Finance Regulation Number 192 / PMK.03 / 2007 concerning the Procedure for Determining Taxpayers with Specific Criteria in the Context of Returns for the Excess of Payment of Taxes as follows: 1) Timely in submitting Notification Letter;
2) Not having tax loan for all types of taxes, except tax loan that have been granted permission to pay in installments or delay payment of taxes; 3) Financial Statements audited by Public Accountants or government financial supervision institutions with reasonable opinions without exception for 3 (three) consecutive years; 4) Never been convicted of committing a criminal act in the field of taxation based on a court decision that has permanent legal force.

In implementing the obligations of taxpayers, there are certainly many aspects that affect taxpayer compliance. According to Ananda (2015), the types of taxpayer compliance are divided into: 1) Formal compliance which is a condition where the taxpayer fulfills formal obligations in accordance with the provisions in the tax law; 2) Material compliance which is a condition where the taxpayer is substantively or essentially fulfills all material provisions of taxation, namely in accordance with the contents and soul of the tax law.

### 2.7 Conceptual Framework

Conceptual framework of the research was as follows;

![Conceptual Framework Diagram](image)

**Picture 1. Conceptual Framework**

### 2.8 Hypothesis

Based on the introduction, literature study and conceptual framework, the hypothesis of this research was as follows:

H1: Taxpayers' knowledge, taxpayers’ awareness, tax socialization, administrative sanctions and fiscal service have simultaneous and partial influence on individual taxpayer compliance at the KPP Pratama Pematangsiantar.

H2: Tax audit as a moderating variable is able to moderate the relationship between taxpayers’ knowledge, taxpayers’ awareness, tax socialization, administrative sanctions and fiscal service.
sanctions and fiscal service with individual taxpayers adherence at the KPP Pratama Pematangsiantar.

3. METHODOLOGY

The research used associative causal method. According to Erlina (2011), causal research is research that identifies causal relationships between various variables. This study aims to find out more about the factors that influence individual taxpayer adherence with tax audits as a moderating variable. Besides that, through this research a theory can be developed which is able to explain the existing problems and test the research hypothesis.

The population in this study is a number of individual taxpayers registered at the KPP Pratama Pematangsiantar. The research used nonprobability sampling technique which is representative of the population studied as through convenience sampling. According to Sekaran (2006), convenience sampling refers to the collection of information from members of the population who are conveniently available to provide it.

In this research, the population is an individual taxpayer registered at the KPP Pratama Pematangsiantar and is still actively carrying out their tax obligations totaling 125,252 people. While the sample is determined according to Slovin with 10% precision thus the sample is selected totaling 100 people.

While the variables used in this research were as follows:

1) Taxpayers’ knowledge is the ability to understand and carry out knowledge related to tax calculation, payment of taxes and tax reporting as a form of liability for income received and / or obtained

2) Taxpayers’ awareness is a situation where taxpayers understand and implement matters relating to tax obligations in accordance with applicable regulations. Taxpayer awareness is very important because if the taxpayer is aware of paying and reporting taxes, taxpayer compliance will be fulfilled so that taxpayer compliance will be achieved.

3) Tax socialization is a form of service such as counseling, seminars, guidance and the like where the director general of taxes through each tax service office provides direction to taxpayers in order to understand and implement appropriate tax obligations regulated by tax provisions.

4) Administrative sanctions are an imposition of interest, fines and / or increases to taxpayers as a consequence of non-compliance in carrying out tax obligations related to administration regulated in general provisions and taxation procedures. Imposing administrative sanctions through the issuance of legal products in the form of Tax Bill (STP), Tax Assessment Letter (SKP).

5) Fiscal Services is a form of service in the form of information related to taxation by tax officers to taxpayers relating to the implementation of tax obligations. Tax officers who provide services to taxpayers must behave well, be friendly, communicative, competent and maintain confidentiality so that taxpayers can trust to make tax payments.

6) Taxpayers’ adherence is a tendency in which taxpayers are obedient to carrying out obligations including tax calculation, tax payment and tax reporting in accordance with tax provisions and do not take actions related to
tax crime. Taxpayer compliance indicators can be known from the number of taxpayers who submit annual tax returns, the amount of tax payments and the amount of tax reporting.

7) Tax audit is a series of activities to collect and process data, information, and/or evidence carried out in an objective and professional manner based on an inspection standard to test compliance with the fulfillment of tax obligations and/or other purposes in order to implement the provisions of tax laws and regulations.

Data was processed using the Statistical Package for Social Science (SPSS) program while for data analysis methods, researchers used 2 methods of data analysis to test hypotheses, including multiple regression analysis and absolute difference test. By using the multiple regression analysis method in model I and the moderating test in model II, the following equation is obtained:

1) Multiple regression analysis, used to answer the first hypothesis. The equation is:

\[ Y = \alpha + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + \beta_4X_4 + \beta_5X_5 + e \]

The method is used to determine the effect of taxpayers’ knowledge, taxpayers’ awareness, tax socialization, administrative sanctions and fiscal services on individual taxpayers’ adherence.

2) Absolute difference test method, used to answer the second hypothesis. The equation is:

\[ Y = \alpha + \beta_1ZX_1 + \beta_2ZX_2 + \beta_3ZX_3 + \beta_4ZX_4 + \beta_5ZX_5 + \beta_6ZZ + \beta_7 | ZX_1-ZZ | + \beta_8 | ZX_2-ZZ | + \beta_9 | ZX_3-ZZ | + \beta_10 | ZX_4-ZZ | + \beta_11 | ZX_5-ZZ | + e \]

This absolute difference test method is used to determine the effect of taxpayers’ knowledge, taxpayers’ awareness, tax socialization, administrative sanctions and fiscal service on individual taxpayers’ adherence with tax audit as a moderating variable.

Explanation:

\( Y \) : Taxpayer compliance  
\( \alpha \) : Constants  
\( \beta_1-\beta_4 \) : Regression coefficient  
\( X_1 \) : Knowledge of taxpayer taxation  
\( X_2 \) : Taxpayer awareness  
\( X_3 \) : Tax socialization  
\( X_4 \) : Administrative sanctions  
\( X_5 \) : Service of tax authorities  
\( e \) : error  
\( ZX_1-ZX_5 \) : Free standardized variable  
\( ZZ \) : Moderated variables that have been standardized  
\( \beta_1-\beta_4 \) : Regression coefficient  
\( e \) : error

4. **RESEARCH RESULT AND DISCUSSION**
4.1 Research Result

Result of the First Hypothetical Test

a. Coefficient of Determination Test

Table 4.1 Coefficient of Determination Test Result

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Square</th>
<th>Adjusted R Square</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>.713a</td>
<td>.509</td>
<td>.482</td>
</tr>
</tbody>
</table>

(Source: Result of data processing with SPSS)

Based on the table 4.1, the value of R Square of 0.509 shows that the independent variables namely taxpayers’ knowledge, taxpayers’ awareness, tax socialization, administrative sanction and fiscal service have a strong relationship of 50.9 with the dependent variable namely taxpayer adherence. Adjusted R Square value of 48.2 indicates that taxpayer compliance as the dependent variable can be explained by variable taxpayers’ knowledge, taxpayers’ awareness, tax socialization, administrative sanction and fiscal services of 48.2 while the remaining 51.8 can be explained by other variables outside of this research.

b. F-Test

Table 4.2 F-Test Result

<table>
<thead>
<tr>
<th>Model</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regression</td>
<td>14.459</td>
<td>.000b</td>
</tr>
<tr>
<td>1 Residual</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Source: Result of data processing with SPSS)

Based on the table 4.2 above, the F statistic test obtained a significance value of 0.000 smaller than alpha 0.05. Then it can be concluded simultaneously the variables of taxpayers’ knowledge, taxpayers’ awareness, tax socialization, administrative sanction and fiscal service have a significant effect on the taxpayer compliance variable. The results of this analysis are strengthened by comparing between $F_{count} = 19.459$ which is greater than $F_{table}$ which is 3.09 where $F_{table}$ is calculated using a significance level of 0.05 with $df = n-k-1$ so that the value of 3.09 can be obtained.

c. t-Test

Table 4.3 t-Test Result

<table>
<thead>
<tr>
<th>Model</th>
<th>t</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(constant)</td>
<td>.165</td>
<td>.869</td>
</tr>
<tr>
<td>Taxpayers’ education</td>
<td>.554</td>
<td>.581</td>
</tr>
<tr>
<td>Taxpayers’ awareness</td>
<td>2.660</td>
<td>.009</td>
</tr>
<tr>
<td>Tax socialization</td>
<td>3.485</td>
<td>.001</td>
</tr>
<tr>
<td>Administrative sanction</td>
<td>.840</td>
<td>.403</td>
</tr>
<tr>
<td>Fiscal service</td>
<td>1.838</td>
<td>.069</td>
</tr>
</tbody>
</table>

(Source: Result of data processing with SPSS)

Based on the table 4.3 above, it could be concluded that taxpayers’ awareness, tax socialization and fiscal service had a positive and significant influence on individual taxpayers’ adherence because the $t_{test} > t_{table}$ (1.98) and the significant value < 0.05.
While, taxpayers’ education and administrative sanction had no influence on individual taxpayers’ adherence because the \( t_{\text{test}} < t_{\text{table}} \) (1.98) and the significance value > 0.05.

### Result of the Second Hypothetical Test

**Table 4.4 Absolute Difference Test Result**

<table>
<thead>
<tr>
<th>Model</th>
<th>B</th>
<th>t</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Constant</td>
<td>17.368</td>
<td>39.881</td>
<td>.000</td>
</tr>
<tr>
<td>Zscore (X1)</td>
<td>.050</td>
<td>.195</td>
<td>.846</td>
</tr>
<tr>
<td>Zscore (X2)</td>
<td>1.254</td>
<td>3.254</td>
<td>.002</td>
</tr>
<tr>
<td>Zscore (X3)</td>
<td>.628</td>
<td>2.859</td>
<td>.005</td>
</tr>
<tr>
<td>Zscore (X4)</td>
<td>.304</td>
<td>.957</td>
<td>.341</td>
</tr>
<tr>
<td>Zscore (X5)</td>
<td>.174</td>
<td>.781</td>
<td>.437</td>
</tr>
<tr>
<td>Zscore (Z)</td>
<td>.095</td>
<td>.371</td>
<td>.711</td>
</tr>
<tr>
<td>ABS1</td>
<td>-1.123</td>
<td>-.375</td>
<td>.709</td>
</tr>
<tr>
<td>ABS2</td>
<td>-.133</td>
<td>-.284</td>
<td>.777</td>
</tr>
<tr>
<td>ABS3</td>
<td>1.187</td>
<td>3.838</td>
<td>.000</td>
</tr>
<tr>
<td>ABS4</td>
<td>.231</td>
<td>.633</td>
<td>.529</td>
</tr>
<tr>
<td>ABS5</td>
<td>-.586</td>
<td>-1.630</td>
<td>.107</td>
</tr>
</tbody>
</table>

*Source: Result of data processing with SPSS*

From the results above, it can be concluded that the tax audit as moderating variable can strengthen the relationship between taxation socialization of individual taxpayer compliance at Pematangsiantar KPP. Whereas, tax audit is not able to moderate the relationship between taxpayers’ knowledge, taxpayers’ awareness, administrative sanction and fiscal services for taxpayers’ adherence at KPP Pratama Pematangsiantar.

### 4.2 Discussion

#### 4.2.1. Influence of taxpayers’ knowledge on taxpayers’ adherence

Based on SPSS output, the result concluded that the taxpayers’ knowledge variable has no effect on taxpayer adherence. This is reinforced by the value of \( t_{\text{count}} \) of 0.554 which is smaller than the value of \( t_{\text{table}} \): 1.98 with the value of \( \alpha \) 0.05. This shows that taxpayers who have high taxation knowledge tend to avoid liabilities in the form of tax payments and reporting. So that, the more taxpayers understand the tax regulations, the taxpayer will find a loophole to avoid the tax obligations that should be.

#### 4.2.2. Influence of taxpayers’ awareness on taxpayers’ adherence

Based on SPSS output, the result concluded taxpayers’ awareness variable has a positive and significant effect on taxpayer adherence. This is confirmed by the value of \( t_{\text{count}} \) of 2.660 which is greater than the value of \( t_{\text{table}} \): 1.98 with the value of \( \alpha \) 0.05. This shows that the awareness of taxpayers that can arise through tax contributions to the construction of public facilities and infrastructure that taxpayers enjoy on paying taxes. On the other hand, with the taxation system in Indonesia that adheres to a Self Assessment System that gives trust to taxpayers to
calculate, pay and report tax payable, a high awareness factor will also increase taxpayers’ adherence.

4.2.3. **Influence of taxation socialization on taxpayers’ adherence**

Based on SPSS output, the result concluded that the tax socialization variable has a positive and significant effect on tax adherence. This is reinforced from the value of tcount of 3.485 which is greater than the value of t table: 1.98 with a value of α 0.05. This shows that tax socialization is a crucial factor that must always be improved by KPP Pratama Pematangsiantar because tax socialization is able to effectively convey information about taxation to taxpayers so that it can affect the fulfillment of their tax obligations. Effective tax socialization can be carried out with media that are known to the general public including information media, slogans, delivery methods, quality of information sources, socialization materials and extension activities.

4.2.4. **Influence of administrative sanction on taxpayers’ adherence**

Based on SPSS output, the result concluded that the administrative sanction variable does not affect taxpayer compliance. This also appears from tcount of 0.840 which is smaller than the value of t table: 1.98 with a value of α 0.05. This shows that the more taxpayers understand administrative sanctions, the taxpayer's compliance in paying taxes decreases. With the imposition of existing administrative sanctions it seems that it has not been able to provide a deterrent effect for taxpayers to be obedient. This can be caused by administrative sanctions of 2% per month from the due date not burdening taxpayers so that taxpayers feel no objection to paying after checking and billing. So that more stringent administrative sanctions are needed to provide a deterrent effect on taxpayers to become obedient taxpayers.

4.2.5. **Influence of fiscal services on taxpayers’ adherence**

Based on SPSS output, the result concluded it was concluded that the tax authorities service variable had a positive and significant effect on tax compliance. This also appears from tcount of 1.838 which is greater than the value of t table: 1.66 with a value of α of 0.10. This shows that the more taxpayers get good and correct tax authorities services, the taxpayer compliance in paying taxes will increase so that the tax authorities service has a positive effect on taxpayer compliance. This is because the service of the tax authorities in addition to providing knowledge and awareness is also able to provide trust for taxpayers to make tax payments.

4.2.6. **Influence of tax audit as moderating variable on taxpayers’ adherence**

Based on SPSS output, the result concluded that tax audit variable is a moderating variable that can strengthen the relationship between taxation socialization of individual taxpayers’ adherence at KPP Pratama Pematangsiantar. Whereas, tax audit is not able to moderate the relationship between taxpayers’
knowledge, taxpayers’ awareness, administrative sanctions and fiscal services for taxpayer adherence at KPP Pratama Pematangsiantar.

With the tax audit available at KPP Pratama Pematangsiantar it turns out that the taxpayers’ awareness has no effect on individual taxpayer compliance. This is due to the taxpayers’ awareness who originally had a strong attachment to the taxpayer to be lost with the influence of tax audits that can oversee and determine the amount of tax to be paid. Thus, awareness of taxpayers has no effect on taxpayer compliance. On the other hand, with the tax audit available at KPP Pratama Pematangsiantar it turns out that administrative sanctions have an effect on tax compliance. This is due to legal products resulting from tax audits such as Tax Assessment Letters (SKP) which can impose administrative sanctions in the form of interest, fines and higher tax increases compared to administrative sanctions in general such as Tax Bill (STP). So that taxpayers who tend to avoid high administrative sanctions due to tax audits will be more carrying out tax obligations properly and correctly. With the tax audit available at KPP Pratama Pematangsiantar it turns out that the tax office services have no effect on taxpayer compliance. This is due to the existence of a tax audit, the taxation aspects of taxpayers will be tested and traced as a whole in order to find out the potential tax that exists. So that, through tax audits conducted by taxpayers, they can know their tax obligations. This replaces the tax authorities’ services which generally have no effect.

5. CONCLUSION AND SUGGESTION

5.1 Conclusions
Based on the results of the research, it could be concluded that:

1. Taxpayers’ knowledge, administrative sanctions do not affect individual taxpayer adherence at KPP Pratama Pematangsiantar.
2. Taxpayers’ awareness, taxation socialization and fiscal services have a positive and significant effect on individual taxpayer compliance at KPP Pratama Pematangsiantar. Taxpayers’ awareness is the dominant variable in influencing individual taxpayer adherence at KPP Pratama Pematangsiantar.
3. Tax audit is a moderating variable that can strengthen the relationship between tax socialization simultaneously and partially towards individual taxpayers’ adherence at KPP Pratama Pematangsiantar. However, tax audits are not able to moderate the relationship between taxpayers’ knowledge, taxpayers’ awareness, administrative sanctions and fiscal services to taxpayer adherence at KPP Pratama Pematangsiantar.

5.2 Suggestions
Some suggestions would be given as follows:

1. The Directorate General of Taxes through KPP Pratama Pematangsiantar can improve individual taxpayer compliance by focusing on increasing sustainable taxation socialization so as to foster awareness of the importance of taxes so that taxpayers voluntarily carry out tax obligations in accordance with tax laws.
2. For further researchers it is recommended that the scope of all KPP be expanded in the Kanwil North Sumatra II.
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