Actions against tax evasion

Противодействие уклонению от уплаты налогов

Tax Compliance Model Based on Taxpayers Planned Behavior in Indonesia

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ABSTRACT

Taxes are the largest contributor to the state revenue in Indonesia, therefore tax compliance is required to meet the revenue target. This research aims to examine and analyze relates to the effect of the correlation between planned behavior of taxpayers and mediating intention to pay taxes on tax compliance in an effort to encourage the growth of state revenues. These research hypotheses are: 1) Taxpayers' planned behavior has an effect to the tax compliance; 2) Taxpayers' planned behavior has an effect to the intention to pay taxes; 3) Intention to pay taxes has an impact towards tax compliance and 4) Intention to pay taxes could mediate the influence of taxpayers' planned behavior against the tax compliance. These research models are mixed method with quantitative approach which strengthened by concurrent triangulation design. This research used SEM-Lisrel as a data analysis method with total sample of 310 respondents who are individual taxpayers in Bekasi, Indonesia that have been reported to the 2021 Annual Tax Return. This research found that: 1) Taxpayers' planned behavior can improve tax compliance; 2) Taxpayers' planned behavior will boost the intention to pay taxes; 3) Intention to pay taxes can improve tax compliance; and 4) The intention of taxpayers could be able to mediate taxpayers' planned behavior towards tax compliance. The implication of this research is that special regulations are needed which ruled the connection between the tax authorities and taxpayers as a harmonious professional bondage because both of them have an unequal interest and it is necessary to examine these taxpayers, both of corporate taxpayers and individual taxpayers in supporting the implementation of self-assessment system in Indonesia.

KEYWORDS

tax compliance model, taxpayer behavior, intention to pay taxes, tax compliance, state revenue, tax protection, taxation in Indonesia

JEL H21, H71, H24

Планируемое поведение налогоплательщиков как основа для реализации модели налогового комплаенса в Индонезии

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АННОТАЦИЯ

Налоги являются крупнейшим источником государственных доходов Индонезии, поэтому для достижения целевых показателей бюджета, необходимо соблюдение налогового законодательства. Исследуется влияние корреляции между запланированным поведением налогоплательщиков и их опосредованным

намерением платить налоги на соблюдение налогового законодательства в целях поощрения роста государственных доходов. Выдвинуты гипотезы: (1) Планируемое поведение налогоплательщиков влияет на соблюдение налогового законодательства; (2) Планируемое поведение налогоплательщиков влияет на намерение платить налоги; (3) Намерение платить налоги влияет на соблюдение налогового законодательства; (4) Намерение платить налоги может опосредовать влияние планируемого поведения налогоплательщиков на соблюдение налогового законодательства. В исследовании использовался смешанный метод с количественным подходом, который усиливался параллельным триангуляционным дизайном. Мы использовали SEM-Lisrel в качестве метода анализа данных с общей выборкой из 310 респондентов, являющихся индивидуальными налогоплательщиками в Бекаси (Индонезия) и зарегистрировавших свои годовые налоговые декларации за 2021 год. Исследование показало следующее. Во-первых, планируемое поведение налогоплательщиков может улучшить соблюдение налогового законодательства. Во-вторых, планируемое поведение налогоплательщиков будет стимулировать намерение платить налоги. В-третьих, намерение платить налоги улучшает соблюдение налогового законодательства. В-четвертых, намерение платить налоги опосредовано влияет на поведение налогоплательщиков в соблюдении налогового законодательства. Сделан вывод о необходимости выработки специальных правил, гармонизирующих профессиональные обязанности при взаимодействии между налоговыми органами и налогоплательщиками, поскольку данные субъекты имеют разные интересы. Кроме того, необходимо стимулировать корпоративных и индивидуальных налогоплательщиков к внедрению системы самооценки в Индонезии.

КЛЮЧЕВЫЕ СЛОВА
модель налогового комплайенса, поведение налогоплательщика, намерение платить налоги, соблюдение налогового законодательства, государственные доходы, налоговая защита, налогообложение в Индонезии

1. Introduction

Taxes are the lifeblood of a country without taxes the survival of the state will not be able to run well, not to mentioned for Indonesia, taxes seemingly as a spearhead in the implementation of government policy, just because it is the largest source of state revenue [1]. Payment of taxes is a manifestation of state obligations and participation from taxpayers to directly and jointly conduct tax obligations for state financing, including in the implementation of national development.

State Revenue and Spend Budget are set with target of tax revenues who's the numbers are continuing to increase, but tax rates tend to decrease and getting effortless, this intended to maintain the interests of taxpayers in adjusting economic developments both nationally and internationally. The government in this case are the Directorate General of Taxes always strives to meet the tax revenue targets that have been set every year. The amount of tax revenue is actually growing well, but

its realization has not yet been able to meet the targets which set by the government, even in the last ten years these tax revenue target could not be achieved [2]. Tax revenues that are not optimal can be caused by the level of taxpayer compliance and other problems that occur at the Directorate General of Taxes itself such as structural problems, transparency problems and behavioral problems in taxation and this tax compliance are closely related to taxpayer behaviour [3].

In order to increase the tax revenue, Indonesia seeks to carry out various policies such as structural reforms related to the availability of more adequate fiscal space in an effort to fulfill financing in priority areas such as education, health, poverty alleviation and infrastructure so as to ensure strong and inclusive economic are growth sustainably. State revenues need to be increased particularly tax revenues by increasing various efforts in the tax network, including by increasing the effectiveness of tax collection.

Indonesia is a developing country in the growth stage, but the pace of reform, especially the economy, has been slowed in recent years, even though the government has taken protectionist measures such as efforts to prevent tax evasion [4]. Then, taxpayers who carry out their obligations to pay taxes to assist the implementation of government so that in their acceptance and management, adequate transparency and accountability are needed. The government reports revenue and tax management are carried out at the time of accountability of the State Budget and Revenue once a year before the House of Representatives [2].

Indonesia as a member of the G-20, which is a group of 20 major economies, 19 countries with the largest economies in the world, plus the European Union. Officially the G-20 is called The Group of Twenty (G-20) Finance Ministers and Central Bank Governors or the Group of Twenty Ministers of Finance and Central Bank Governors, with one of the agendas being efforts to implement information disclosure in the Automatic Exchange of Information (AEoI) in order to optimize tax revenue of the state [5]. Taxpayers who pay their taxes correctly are so called an obedient taxpayer. The number of taxpayers who make the right payments still not as expected when compared to the potential taxpayers, while the OECD has recommended that the minimum level of compliance should be at the 95% level. For developed countries, the level of compliance of individual taxpayers is higher than that of corporate taxpayers.

Indonesia's own tax compliance is still relatively low, this can be shown in the realization of tax revenues in the State Budget of the Republic of Indonesia which still cannot be fulfilled in the last ten years [2]. In fact, Indonesia's largest state revenue is obtained from the tax sector. The Low of tax revenue resulting in a low tax ratio in Indonesia which is one of the indicators in assessing the performance of tax revenues [4]. The data obtained by the authors marked that Indonesia's tax ratio in 2015 was 11.6%, in 2016 it was 12%, in 2017 it was 11.5%, in 2018 it was 11.5% and in 2019 it was 11.6% which the figures are: This figure is still below the standards of ASEAN countries of around 15–19% and the Organization on Economic Cooperation and Development (OECD) of 34.2% and below the LAC (Latin America and the Caribbean) average of 22.8 % and Africa 18.2% [4]. The ideal figure of Indonesia's tax ratio when referring to international standards is 15%, this indicates that the level of tax compliance in Indonesia is low [4].

Indonesia's low tax ratio indicates that tax revenue is still less than optimal, this could be the impact from the low level of tax compliance. Taxpayer compliance will be manifested in a tax return (SPT) both periodic and annual which is the embodiment of the self-assessment system [6]. In a smaller scope at the West Bekasi Madya Service Office level, there were 392,956 registered taxpayers with 106,662 SPT mandatory in the mid-2021, but compliant taxpayers which done reported only 32,922 SPTs. At the end of 2021, the level of taxpayer compliance shows the type of manual reporting as many as 19 taxpayers and eSPT as many as 69,212 taxpayers [7]. This figure shows a relatively low level of tax compliance compared to other countries, especially those from developed countries, even it was referring as the lowest in Asia Pacific as recommended by the OECD [4].

According to these phenomena, the authors consider that research on tax compliance is still very much needed in order to provide suggestions for the Directorate General of Taxes of the Republic of Indonesia, due to the taxpayers planned behavior plays an important role in determining tax compliance.

This research aims to analyze further relates to the impact caused between taxpayers planned behavior which mediating intention to pay taxes on tax compliance in an effort to support the stability of state revenues.

This should be done because the author's provisional assumption stated that the taxpayers planned behavior have impact towards tax compliance in Indonesia; Taxpayers planned behavior

could also affect on the intention to pay taxes in Indonesia, and the intention to pay taxes will affects the tax compliance in Indonesia; as well as the intention to pay taxes could mediate the influence of taxpayers planned behavior towards tax compliance.

2. Literature Review

2.1. Tax Compliance

According to Gunadi [8], there are several factors that can affect tax compliance, namely compliance costs, tax regulation & law enforcement. Compliance costs are the costs other than payable taxes paid or incurred by taxpayers in the context of fulfilling their tax obligations which include direct money costs, time costs & psychological costs [8]. Tax regulation is a tax law that creates a condition that there is no doubt in the implementation of tax provisions for tax officials and taxpayers through clearly structured wording. Law enforcement is the implementation of regulations that are carried out adequately by prioritizing the principle of justice, such as equal treatment for the same conditions (equal for the equals) and different treatment (unequal for the unequals) and implemented consistently will support the achievement of optimal tax compliance conditions.

Furthermore, Asih et al. [9] suggests that taxpayer compliance can also be taxed seen from several methods such as registering and reporting, the level of accuracy of reports and payments. Through this compliance those tax revenue target can be met. The tax revenue target set by the government itself considers various micro and macro aspects, so that the key to success in achieving the state revenue target is through a self-assessment system that gives taxpayers the authority to calculate, deposit and report their tax payable independently.

In Indonesia, the Directorate General of Taxes has formulated and implemented strategic policies by improving a set of tax regulations and tax administration policies in an effort to maintain the tax revenues. These efforts are include expanding the tax base by increasing the number of registered taxpayers to have a NPWP [10]. Another effort made by the government is to provide various facilities that can be use by taxpayers and provide convenience for those taxpayers with certain criteria that have been issued [11].

With these efforts, it is expected to create professional public services [12], manage tax money fairly and transparently [13], create tax regulations that are easily understood by taxpayers and increase the law enforcement actions for non-compliant taxpayers [14], so that the success of tax revenue in a country can be fulfilled and accomplished of good corporate governance [15].

2.2. Intention to Pay Tax

Intention is a function of important beliefs and/or information about the tendency that performing a particular behavior that will lead to a specific outcome. A person's intention to display a behavior is a combination of the attitude to display the behavior and subjective norms and perceived behaviour [16].

According to Bobek & Hatfield [17] in their research about tax compliance, subjective attitudes and norms have an influence in increasing the tax compliance. Meanwhile, according to Marandu et al. [18], intention to pay taxes can be increased through attittude which consists of behavioral belief and importance of belief, subjective norm which consists of normative belief and motivation to complay, perceived behavioral control which consists of control belief and perceived power.

Batrancea et al. in her research [19] through an aggregate analysis revealed that showing ethics, normative and subjective as a whole have a positive and significant affect on the intention to pay taxes. Then, according to Smart [20] found that non-economic variables have a positive and significant affect on tax compliance behavior, while intention as an intervening variable can be influenced by social differences, tax authorities, tax systems, attitudes, subjective norms, perceptions of control and legal sanctions method.

All of them have a positive and significant affect on tax compliance. Furthermore, it was also emphasized that the taxpayer's intention to pay taxes is the key to the taxpayer compliance. The Intention to pay taxes means that taxpayers are ready to pay taxes in order to fulfill their taxes obligations [21]. Taxpayers who tend to pay taxes can be concluded that they will comply with tax regulations which will have an impact to the increasing of state revenues.

2.3. Taxpayer Planned Behavior

The planned behavior of taxpayers in this research could be defined as an individual forming a clear intention to manifest tax compliance behavior. The taxpayer's planned behavior is emphasized in three behavioral components: attitudes, subjective norms, and perceived behavioral control.

According to Ajzen [16], taxpayers have attitudes that can be influence and determine a person's intention to engage in certain behaviors, so that it will be beneficial for them and tend to be involved in these kind of activities. Attitudes include moral values and feelings such as community obligations as taxpayers in addition to the rights that can be obtained [22]. Subjective norms refer to the views of certain people that are relevant to the individual who performs the behavior or can used as guidelines about the behavior. While Kirchler et al. [23] in his neoclassical view reveals that tax behavior can be a good in controlling the paying taxes.

In the other hand, current compliance enforcement tools still rely on economic prevention models such as inspections and sanctions that require high costs due to limited human resources that tax authorities have to deal with non-compliance [24], so the attitudes, subjective norms and control behavior are needed.

According to Batrancea et al. [19] subjective attitudes and norms have a positive impact on taxpayer compliance intentions and behavior. Furthermore, Torgler & Schneider [25] found the influence of people around (subjective norms) and perceived behavioral control had a positive impact to the tax compliance intentions.

Other factors such as social norms could become a predictors which have significant affect to the tax compliance behaviour [22]. On the other hand, [26] also found seven determinants factors from the tax compliance intentions, such as tax justice, tax morale, trust in government, tax complexity, perceived power of authorities, tax information and tax awareness. Thus, the taxpayers planned behavior could be built by personal encouragement supported from external factors which make them believe in the distribution of tax funds which on target.

2.4. Conceptual Framework and Hypothesis

According to the research background and research theory above, the authors want to explore more about the role of intention to pay taxes in mediating the influence of taxpayers' planned behavior towards tax compliance in an effort to support the Pacification of state revenues which in line with the implementation of self-assessment system in Indonesia (Figure 1).

Based on the conceptual framework depicted in Figure 1, the proposed hypothesis could be drawn as follows:

H1: Taxpayers planned behavior have an impact towards tax compliance.

H2: Taxpayers planned behavior have an impact towards the intention to pay taxes.

H3: The intention to pay taxes have an impact towards tax compliance.

H4: Intention to pay taxes are mediates the taxpayers planned behavior to have an impact towards tax compliance.

3. Reseach Methods

This research is a combination between quantitative and qualitative research (mix method) with a reflective approach to answer complex problems. The strategic approach used in carrying out these mixed method in this research is concurrent triangulation design by collecting both qualitative and quantitative data altogether and then doing a comparison between these

two so as to reveal the correlation between these two [27]. In the reflective model, the internal consistency needs to be checked which assumes that each indicator is homogeneous and unidimensional.

This research applies a scale that is used as a reference to determine the amount of interval in measuring instrument, so that once it uses as measurement it will produce the quantitative data [28]. The measurement in this research itself is uses a Likert scale in order to be assessing the level of taxpayer compliance through exogenous variables of taxpayers planned behavior with mediating variable of intention to pay taxes and endogenous variables of tax compliance. The Determination of Likert scale by using a score and to state the level of agreement by putting scale number from 1 to 5 which distributed in the form of a questionnaire (Table 1).

This research used a unit of analysis for individual taxpayers who have been submitted to their annual SPT in the Bekasi Region, Indonesia with a total sample of 310 respondents that obtained by purposive random sampling technique [28]. To strengthen these analysis results, debt interviews were conducted with several competent officers within the Indonesian Tax Office [27].

Then, this research data analysis method used statistical data analysis with multivariate through SEM-Lisrel to examine the research hypotheses [29]. The analysis technique and drawing conclusions with the concurrent triangulation design method can be done by the data transformation which is done by transforming the data into the theme under this study, namely the intention to pay taxes which mediated by Tax Compliance.
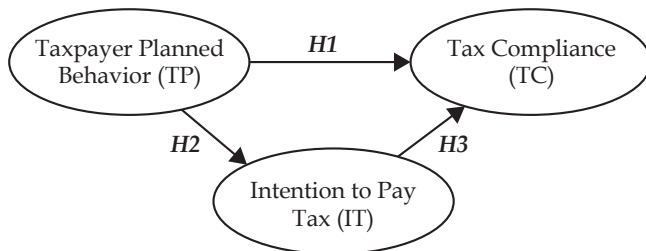

Figure 1. **Conceptual Framework**

Table 1

List of debt interview questions which addressed to the tax office staff in the Republic of Indonesia

No.	Question List
1.	What is your opinion about the Tax Compliance in Indonesia?
2.	How about the level of tax compliance in Indonesia compared to other countries, especially if it is compared to the developed countries?
3.	What is your view regarding the behavior of taxpayers in Indonesia from time to time?
4.	If the taxpayer get fine for the violation of tax itself, will these punishment have a good impact by creating an obedient taxpayers or vice versa?
5.	Is it necessary to give certain notes to the taxpayers who have been fulfill their tax obligations in a certain period?
6.	The succeed in improving tax compliance, is it will be better if the taxpayers are given a sanction for their violation or tax obligation based on self-awareness by the taxpayer?
7.	Does the behavior of taxpayer have anything to do with the intention of the taxpayer?
8.	Does the level of taxpayer compliance need to be clustered or grouped? In an effort of tax compliance?
9.	Along with the changes in development, especially in technology, is there any impact to the tax compliance in Indonesia?

The research phase begins with pre-research to find symptoms/phenomena which occur in the field; after the pre-research done, then the author distributes the questionnaires to each respondents who have been assigned and those questionnaires are converted into a numbers of (scales) through data tabulation; after these data tabulation is completed then it was analyzed by the Lisrel which reflects on the research results; For the next step, the author was decided to conduct a debt interview with the officers of the Directorate General of Taxes and those results would be compared to the research results which had been done before (Figure 2).

As for the final stage of this research are the author made the conclusions from the comparison results then provides suggestions which needed by the Directorate General of Taxes in Indonesia in order to increase the tax revenues.

4. Results

The results from the statistical tests of this study (Table 2) indicates that:

1. Taxpayers planned behavior has a significant positive affect on tax compliance. This proven by the coefficient value of 0.32 and t-table (2.16) > 1.97, so that the hypothesis 1 is accepted.

2. Taxpayers planned behavior has a significant positive affect on the intention to pay taxes. This provan by the coefficient value of 0.83 and t-table (8.24) > 1.97, so that hypothesis 2 is accepted.

3. Intention to pay taxes has a significant positive affect on tax compliance. This proven by the coefficient value of 0.47 and t-table (3.47) > 1.97, so that hypothesis 3 is accepted.

4. Intention to pay taxes could be able to mediate the influence of taxpayer behavior planning towards tax compliance. This proven by the coefficient value of 0.43 and t-table (28.59) > 1.97, so that hypothesis 4 is accepted.

The results from the data processing in this research can be shown in Figure 3.

The results of these data processed were also in line with the answers to the results of debt interviews which the authors have been submitted to the Tax Officers in the Republic of Indonesia. These debt interview results were indicated that the level of tax compliance in general is a problem in all countries, includes in Indonesia. Therefore, the topic of tax compliance is still very relevant to do.
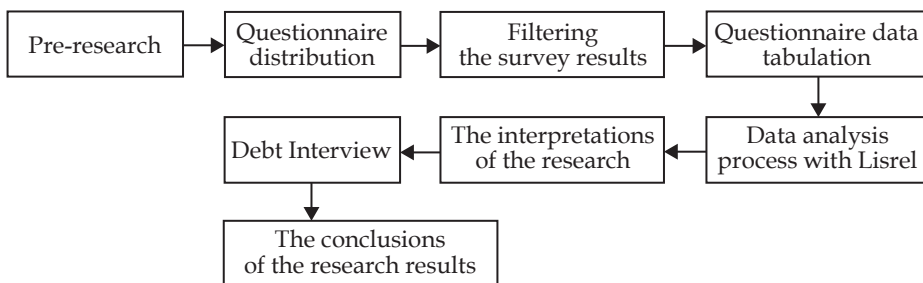

Figure 2. **Describes the research precedures and its stages**

Table 2

Presents the Statistical Test Results

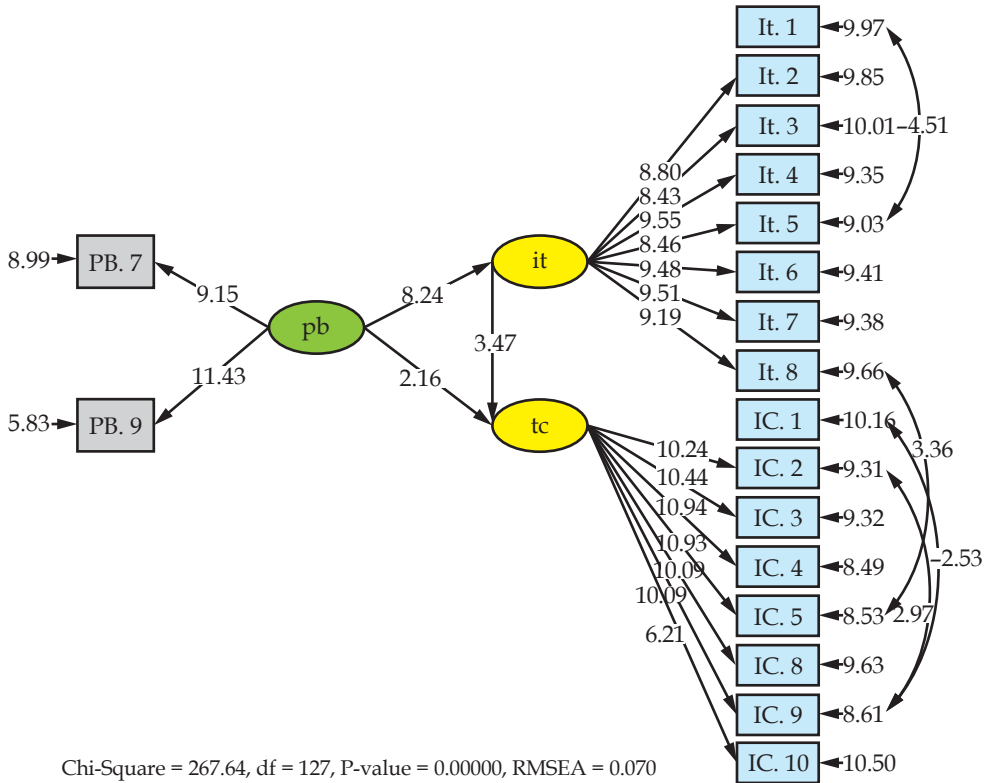| Hypothesis	Path	t-value	Coefficient	Result
H1	Taxpayer planned behavior (TPB) → Tax compliance (TC)	2.16	0.32	Received
H2	Taxpayer planned behavior (TPB) → Intention to pay tax (IT)	10.00	0.92	Received
H3	Intention to pay tax (IT) → Tax compliance (TC)	2.75	0.47	Received
H4	Taxpayer planned behavior (TPB) → Intention to pay tax (IT) → Tax compliance (TC)	27.50	043	Received

Figure 3. **Illustrates the Structural Standardized Full Model**

When it comes to the level of tax compliance in Indonesia, it is still far from expectations, why? If we look at the data from developed countries, the level of tax compliance is more dominated by Individual Taxpayers (WPOP), while what happens in Indonesia is the opposite to that. Tax compliance seems dominated by corporate taxpayers, this is because it is still related to the tax audits.

If it is oriented by the level of tax compliance in developed countries which are dominated by WPOP, then it is very rational. Why's that? Because basically the taxpayer is an individual, including the company which run its operations by individual.

If we talk about the sanctions given to taxpayers who commit violations, if we seen from the government's point of view means that is the last option or in other words it is forced. In fact, the government really expects taxpayers'

awareness to conduct their tax obligations by implementing a self-assessment system policy.

The establishment of tax compliance based on self-awareness is actually a highly coveted hope by the government, but it is not as easy as turning the palm of the hand, because of what? Because there are still so many complex aspects that need to fulfill in order to make it happen. Taxpayers who have met the criteria for tax compliance have been given appreciation by the government at that time with the title "Golden Taxpayer", but it did not last long.

If we talk about human behavior, it is basically the same thing, which is rational thinking. Paying taxes is a sacrifice, why's that? Because it will automatically reduce the amount of money. So actually, the taxpayer is not happy to pay taxes. Then so you know that it is not easy to build tax awareness.

Tax compliance is certainly beginning with the intention of the taxpayer to pay the tax obligations, why's what? Because the Taxpayers who have understood their tax obligations, have even done with calculations of applicable tax provisions, but if there is no intention to pay taxes, this tax payment will not be realized into the state treasury.

In an effort to conduct the supervision, the actual grouping of taxpayers needs to be done, but at the Directorate General of Taxes there is still a shortage of human resources by means this cannot be accomplished. By grouping the level of tax compliance, it will be easier in terms of providing more appropriate treatment, because it provides guidance for taxpayers who will comply and different to the taxpayers who defiance.

Along with the demands of the development particularly in technology, in fact that the government has been trying to do so many things such as starting for creating electronic-based payment and tax reporting, but we also realize that there are still needs room to improve.

An effort to increase the tax compliance has become our shared responsibility, not only the government, but also the wider community to carry out this mandate. Especially in the academic community to conduct this kind of research so that it can continue to assist the government in its efforts to continuously improve tax compliance. If tax compliance continues to growth, the independency of this nation will be realized so that the noble mission to prosperous the society will be accomplished.

5. Discussion

From the statistical test results, there is a significant positive affect of the taxpayers planned behavior on tax compliance. This indicates that the taxpayers behavior is closely related to tax compliance. Basically, the purpose of implementing the self-assessment system is to give taxpayers confidence to be more independent in managing their tax administration [6]. The implementation of the principle of tax collection adopted in Indonesia in order to build a modern tax system, namely the principle of full delegation of trust to taxpayers [30].

The success of the implementation of this tax collection system requires an awareness, honesty and discipline of taxpayers in conduct their tax obligations so they can meet the material and formal aspects of fulfilling their tax obligations [31]. Taxpayers in calculating their tax payable should focus on the fiscal provisions regulated in Law Number 36 of 2008 concerning Income Tax, especially article 6 regulates fiscal costs and article 9 costs that cannot be financed fiscally. Income tax is a type of cost that is commercially financed, but fiscally the opposite treatment cannot be financed, therefore taxpayers can work around this with several strategies such as maximizing deductible expenses, delaying income, accelerating the imposition of costs or through other strategies [32].

The affect of the taxpayers planned behavior on tax compliance statistically has a positive impact on tax compliance. This can be interpreted that the increase of taxpayers planned will increase tax compliance. The taxpayers behavior are diverse, some are obedient, some are trying to comply, some are disobedient and some are even deliberately disobedient [19; 33]. Taxpayers can do tax planning in an effort to get an efficiency, this likely happen because the tax system that applies in Indonesia is a self-assessment which gives full authority to taxpayers to calculate their owned taxes independently. The results of this research are in line with [34–36] who declared that with more comprehensive social norms, taxpayers planned behavior will increase the tax compliance.

Based on the statistical test results, there is a significant positive affect which occurred between the taxpayers planned behavior on the intention to pay taxes. This means that taxpayers who have good planned behavior will tend to have the intention to pay their taxes. The variable of the taxpayers planned behavior is a benchmark in fulfilling the intention to pay taxes as the manifestation of tax

compliance. This finding has supported by [37; 38] who found the similar results [39; 40] with the findings of this research. Through this finding, the taxpayers are obedient to pay taxes if their rights are fulfilled or their contra-achievements can be fulfilled by the government so they can feel the benefits of paying taxes and commensurate with the sacrifices that have been made, this statement is according to the justice theory [41]. Public trust to the government will increase if the public's perception of the tax system implemented by the government is considered fairness and beneficial in terms of procedural, distributive and retributive [42].

Based on the statistical test results, there is a significant positive impact which occurred between the intention to pay taxes and tax compliance. Thus, it can be interpreted that the stronger the taxpayers intention to pay taxes, will increase the tax compliance and vice versa. The intention to pay taxes is the key to the tax compliance, even though the amount of tax owed has been calculated but if there is no intention to pay taxes, then this tax will not go into the state treasury. Intention to pay taxes has a central role in explaining the behavior of someone who is obedient or disobedient in paying taxes. Intention to pay taxes on tax compliance has a significant positive impact [43; 44]. This can be interpreted that the higher the taxpayers planned behavior, the higher taxpayer compliance will be. These results are in line with the research by Ajzen [16] in the theory of planned behavior which states that attitudes, norms and perceived intentional behavior have a significant influence on tax compliance. Likewise, the research conducted by [45; 46] found that taxpayer behavior had a significant impact to the tax compliance.

Based on the statistical test results, there is role of intention to pay taxes in fully mediating the influence between taxpayers planned behavior and tax compliance. This certainly will have an impact to the increasing of Indonesia's tax ratio.

The verdict from the results of the debt interviews which were conducted thoroughly with The Directorate General of Taxes's officers can validate the results of the data analysis in this research. Based on the debt interviews and the research results show that taxpayer's behavior through the intention to pay taxes has a positive influence on tax compliance. This indicates that taxpayer compliance in Indonesia is still dependent on the impact from the tax authorities such as the imposition of sanctions that will be given either in the form of fines or other sanctions.

Moreover, the self-assessment system is implemented to provides space and trust for taxpayers to carry out their tax obligations independently. Tax compliance seems not fully as a conscious awareness for taxpayers so those various efforts to improve tax compliance still needed in order to reach the target set in increasing Indonesia's tax ratio. If the tax revenues can reach the amount expected with the target set, then the government will no longer need other countries support in the form of loans so the prosperous society will be achieved.

6. Conclusion

According to the hypothesis test results and the discussion that has been coveyed above, the conclusions of this research are:

1) There is a significant positive affect of taxpayers planned behavior on tax compliance.

2) There is a significant positive affect of the taxpayer's planned behavior on the intention to pay taxes.

3) There is a significant positive affect of intention to pay taxes on tax compliance.

4) The intention to pay taxes is fully mediates by the affect of the taxpayer's planned behavior on tax compliance.

The suggestions that can be convey from this research are:

Firstly, taxpayers planned behavior is a variable which can influence the intention to pay taxes, this intention to pay taxes is strongly influenced by it. Taxpayers planned behavior can change at any time so it should be built earlier or can be made from the trusted people

around them which can be realized in the form of tax learning from an early age.

Secondly, the strategic recommendation to the Directorate General of Taxes of the Republic of Indonesia, especially to the West Bekasi Intermediate Tax Service Office in an effort to improve the tax compliance are that this intention to pay taxes of the taxpayers need to be strengthened by the government through socialization and education and continuous law enforcement indiscriminately in order to create a sense of justice for the community.

Thirdly, the implementation of self-assessment system is actually a necessity given by the government to taxpayers in terms of calculating, depositing and reporting therefore it demands greater responsibility.

Taxpayers can obtain optimal benefits and reduce costs efficiently in order to achieve the goals that have been set by being tax compliant person, because by being tax compliance, taxpayers can avoid the imposition of sanctions in the form of interest sanctions, fines and an increase in taxation amounts.

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