

THE INFLUENCE OF TAXPAYER AWARENESS, TAX SANCTIONS, AND LEVEL OF EDUCATION ON INDIVIDUAL TAXPAYER COMPLIANCE

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Abstract

Individual Taxpayer Compliance is an individual taxpayer's compliance with the tax provisions required by legal regulations. This research aims to analyze the influence of taxpayer awareness, tax sanctions, and level of education on individual taxpayer compliance at KPP Pratama Tabanan. The sample determination method used is a non-probability sampling method with a purposive sampling technique and questions distributed online via the Google Form platform. The population used in this research is all individual taxpayers who are registered as mandatory SPT at KPP Pratama Tabanan, totaling 222,491. Based on the Slovin formula calculation, a sample of 100 respondents was obtained who were Individual Taxpayers registered at KPP Pratama Tabanan. Hypothesis testing used in this research uses multiple linear regression analysis which is processed based on the Statistical Program for Social Science (SPSS) application version 25. The results of the research show that taxpayer awareness, tax sanctions, and level of education have a positive and significant effect on individual taxpayer compliance. Personal.

Keywords: Taxpayer Awareness, Tax Sanctions, Education Level, Taxpayer Compliance

INTRODUCTION

Indonesia is one of the developing countries in the world that is always carrying out development in all sectors (Yulia et al., 2020). Taxes are one of the largest sources of state revenue which is used to finance all public interests and to finance development (Rahayu, 2017:45). Tax revenue is one of the state revenues that makes the largest contribution to financing state expenditure and development as stated in the State Revenue and Expenditure Budget (Atarwaman, 2020). This can be seen from state income data for 2023 in Table 1.

Table 1. State Revenue in 2023

No	Information	APBN (Trillion Rupiah)	Percentage
1	Tax Revenue	1,671.37	75.38%
2	Non-tax revenue	544.21	24.54%
3	Receipt from Grants	1.82	0.08%
Total		2,217.4	100%

Source: Ministry of Finance, 2023

Table 1 states that taxes contribute the largest share of state revenue in 2023, namely 75.38%. Tax revenues mainly come from Non-Oil and Gas Income Tax (PPh) revenues amounting to IDR 904.11 trillion. This is supported by an increase in the two main components of Non-Oil and Gas PPh, namely PPh Article 25/29 Corporate and PPh Article 21 which respectively grew 15.79% and 16.80%.

The Directorate General of Taxes (DJP) makes efforts to maximize tax revenues for a region, one of the efforts made is by implementing a Self Assessment System in tax collection (Hermawati, 2021). The Self Assessment System gives taxpayers confidence to register, calculate, pay and report their own tax obligations (Hartini and Sopian, 2018). The tax collection system that applies in Indonesia requires taxpayers to actively participate in fulfilling their tax obligations (Rahayu, 2017: 192).

The Tax Service Office (KPP) is a work unit of the Directorate General of Taxes which provides services to the public, both those who are registered as Taxpayers and those who are not yet registered. This work unit is tasked with providing all kinds of information and conducting tax outreach to the public. The Directorate General of Taxes in Bali Province is one of the Directorates spread across Indonesia, where there are 8 Tax Service Offices under the auspices of the Directorate General of Taxes in Bali Province. Data related to the level of compliance with reporting SPT for Individual Taxpayers at 8 Tax Service Offices throughout Bali in 2023 can be seen in Table 2.

Table 2. Level of Compliance in Reporting SPT WP OP KPP Pratama throughout Bali Year 2023

Name of KPP Pratama	Number of OP taxpayers registered with mandatory SPT	Number of OP Tax Returns Reported	WP OP Compliance Ratio
KPP Madya Denpasar	256	207	80.9%
KPP Pratama Denpasar Timur	146.211	53,700	36.7%
KPP Pratama Denpasar Barat	156,577	46,903	30.0%
KPP Pratama Badung Utara	116,319	33,625	28.9%
KPP Pratama Singaraja	170,199	47,725	28.0%

KPP Pratama Badung Selatan	88,185	22,163	25.1%
KPP Pratama Gianyar	329,241	77,759	23.6%
KPP Pratama Tabanan	222,491	48,066	21.6%

Source: Regional Office of DJP Bali, 2024

Based on Table 2, the calculation of the compliance ratio for Individual Taxpayers is carried out by dividing the number of Individual Taxpayers' SPTs reported by the number of Registered Individual Taxpayers who are required to submit SPTs and then multiplying by 100%. It can be seen that the highest individual taxpayer compliance ratio is at KPP Madya Denpasar at 80.9%. Meanwhile, the compliance ratio for individual taxpayers at KPP Pratama Tabanan is classified as the lowest, namely only 21.6%.

The level of taxpayer compliance is one of the important things that influences tax revenue (Ristianti and Sari, 2023). Taxpayer compliance is defined as the condition of taxpayers to fulfill their tax obligations in full (Alfia and Rochmawati, 2022). Taxpayer compliance means that taxpayers have the willingness to fulfill their tax obligations in accordance with applicable regulations without holding inspections, thorough investigations, warnings or threats in the application of both legal and administrative sanctions (Putri and Setiawan, 2017). According to Kartikasari and Yadnyanya (2020), taxpayer compliance can be influenced by two factors, namely external factors and internal factors. External factors are factors that originate from outside the Taxpayer, while internal factors are factors that originate from the Taxpayer himself and are related to individual characteristics that trigger the implementation of tax obligations. This is in line with the theory of planned behavior and compliance because both theories provide insight into the factors that influence human behavior, including behavior related to tax compliance. Individuals' attitudes and intentions towards paying taxes influence how compliant they are with tax regulations. Apart from that, social norms and subjective norms also play an important role in shaping tax compliance.

Taxpayer awareness is one of the internal factors that can influence taxpayer compliance. According to Yulia et al. (2020) Taxpayer awareness is a person's good faith action to fulfill the obligation to pay taxes based on a sincere conscience. Soemarso (1998) revealed that low public tax awareness is often one of the reasons why there is a lot of potential tax that cannot be captured. Quoted from CNN Indonesia (2020), Indonesia is a country with a low level of awareness in paying taxes, because taxpayers still think that the state does not contribute to the taxes paid, thus causing taxpayer compliance to decrease.

Previous research conducted by Astina and Setiawan (2018), Kautsar (2018), and Putri and Setiawan (2017) found that taxpayer awareness had a positive effect on the level of taxpayer compliance. The higher the level of taxpayer awareness in fulfilling their obligations, the higher the level of taxpayer compliance. Meanwhile, research with different results was shown by Septirani and Yoganegara (2020) who found that taxpayer awareness did not have a positive effect on the level of taxpayer compliance.

One of the external factors that influences taxpayer compliance is tax sanctions. Mariani et al. (2020) stated that tax sanctions are a guarantee that the provisions of tax laws and regulations (tax norms) will be complied with. There are two sanctions in taxation, namely criminal sanctions and administrative sanctions. Criminal sanctions are punishments given to violators in physical form such as imprisonment, while

administrative sanctions are payments for losses to the state, especially in the form of interest, fines and increases in taxes owed (Darmayani and Budiarta, 2020). It is hoped that giving sanctions to tax violators will be able to make taxpayers aware of their mistakes.

This is supported by research conducted by Darmayani and Budiarta (2020), Kartikasari and Yadnyana (2020), and Marianiet *al.*(2020) who found the results that along with the enactment of a policy, there will be sanctions given to tax violators, concluded that tax sanctions have a positive effect on individual taxpayer compliance. Other research shown by Khodijah et al. (2021) and Sulistyowati et al. (2021) found that tax sanctions do not have a positive effect on individual taxpayer compliance.

Another internal factor that influences taxpayer compliance is the taxpayer's own education level. The general level of public education can influence taxpayer compliance in fulfilling their tax obligations. People who have a high level of education should have a higher awareness of paying taxes and understand the importance of taxes for national development (Indriyasari and Maryono, 2022). Educated taxpayers may also be aware of opportunities for non-compliance, but the potential for their better understanding of the tax system and higher level of moral development may promote more favorable taxpayer attitudes and greater compliance (Saputro and Meivira, 2020).

Previous research conducted by Sulistyowati et al. (2021), Octavianny et al. (2021), and Yulia et al. (2020) found that the level of education has a positive effect on the level of taxpayer compliance. The higher the level of education, the more understanding and awareness of the importance of paying taxes as one of the obligations as a citizen. Meanwhile, research with different results was shown by Indriyasari and Maryono (2022) and Saputro and Meivira (2020) who found that the level of education did not have a positive effect on the level of taxpayer compliance.

This research is different from research conducted by Perdana and Dwirandra (2020) and Kartikasari and Yadnyana (2021) which only examined taxpayer awareness and tax sanctions using stratified random sampling and accidental sampling methods, this research also includes education level variables and uses purposive sampling for sampling.

Apart from that, research by Sulistyowati et al. (2021) includes these three variables, but uses a Likert scale for education level while this research uses an ordinal scale with education categories of elementary school, middle school, high school/vocational school, diploma, and bachelor's, master's and doctoral levels which produces clearer and measurable data. objectively.

Based on this background description, researchers are interested in conducting research by combining these three variables to determine the influence of taxpayer awareness, tax sanctions and education level on individual taxpayer compliance.

RESEARCH METHODS

The research design used in this research is associative. Associative research design is a complete description of information about the relationship between one variable and other symptoms (Sugiyono, 2023:31). This research uses a quantitative approach which according to Sugiyono (2023:206),

The research location is the environment as a place where phenomena or natural events occur normally (Indriantoro and Supomo, 2016:91). The location of this research is at KPP Pratama Tabanan which is located on Jalan Gatot Subroto No. 2, Banjar Anyar, District. Kediri, Kab. Tabanan, Bali. It can be seen that the compliance ratio of Individual

Taxpayers at KPP Pratama Tabanan is classified as the lowest in Bali, namely only 21.6% (Kanwil DJP Bali, 2024). The population in this research is all individual taxpayers who are registered as mandatory SPT at KPP Pratama Tabanan, namely 222,491 people.

The sampling method in this research uses a non-probability sampling technique, namely a sampling technique that does not provide equal opportunities or opportunities for each element or member of the population to be selected as a sample (Sugiyono, 2023: 131). The non-probability sampling technique used is purposive sampling. Purposive sampling is defined as a technique for determining samples with certain considerations (Sugiyono, 2023: 133).

RESULTS AND DISCUSSION

Research Instrument Test Results

Validity test

Based on Table 3, the validity test shows that all indicators have a correlation coefficient value greater than 0.195. These results indicate that the indicators in this research are proven to be valid.

Table 3. Validity Test Results

No	Variable	Instrument	Pearson Correlation	Information
1	Taxpayer Awareness (X1)	X1.1	0.744	Valid
		X1.2	0.763	Valid
		X1.3	0.756	Valid
2	Tax Sanctions (X2)	X2.1	0.759	Valid
		X2.2	0.776	Valid
		X2.3	0.715	Valid
		X2.4	0.605	Valid
3	Individual Taxpayer Compliance (Y)	Y1	0.684	Valid
		Y2	0.803	Valid
		Y3	0.754	Valid

Table 3 shows that all Pearson correlations of the variable indicators of taxpayer awareness, tax sanctions and individual taxpayer compliance tested have correlation coefficient values greater than 0.195. These results show that all indicators of this variable are proven to be valid.

Reliability Test

Based on Table 4, the reliability test shows that all indicators have a Cronbach's Alpha value greater than 0.60, which indicates that all variables in this research can be used because they have been proven to meet the reliability requirements.

Table 4. Reliability Test Results

No	Variable	Cronbach's Alpha	Information
1	Taxpayer Awareness (X1)	0.622	Reliable
2	Tax Sanctions (X2)	0.682	Reliable
3	Individual Taxpayer Compliance (Y)	0.660	Reliable

Table 4 shows that all variables have Cronbach's Alpha greater than 0.60. These results show that each variable from the questionnaire is reliable so that in future each indicator is suitable to be used as a measuring tool.

Description of Research Variables

Descriptive statistics is a statistical method that functions to describe the data that has been collected (Ghozali, 2018:19). In this research, the variables used are Taxpayer Awareness (X1), Tax Sanctions (X2), Education Level (X3), and Individual Taxpayer Compliance (Y). Table 5 shows the descriptive statistical results of this study.

Table 5. Descriptive Statistics

Variable	N	Minimum	Maximum	Mean	Std. Deviation
Taxpayer Awareness (X1)	100	7.00	12.00	10.48	1,299
Tax Sanctions (X2)	100	8.00	16.00	13.25	1,855
Education Level (X3)	100	2.00	4.00	3.25	0.557
Individual Taxpayer Compliance (Y)	100	6.00	12.00	10.46	1,306

Based on the results of descriptive statistical tests in Table 5, it can be explained as follows.

- 1) Taxpayer awareness (X1) has a minimum value of 7.00; maximum value of 12.00; the average value is 10.48; and standard deviation of 1.299. The data on taxpayer awareness respondents (X1) with alternative answers using a Likert scale and the frequency of respondents are explained in Table 6.

Table 6. Taxpayer Awareness Respondent Data (X1)

Variable	N	Alternative Answers				Total Score	Average
		STS (1)	T.S. (2)	S(3)	SS (4)		
X1.1	100	0	4	38	58	354	3.54
X1.2	100	0	5	31	64	359	3.59
X1.3	100	0	4	57	39	335	3.35
Total						1,048	

Based on Table 6, it can be seen that variable X1.3 has the lowest average with the statement "I realize that I have a responsibility to fulfill my tax obligations in accordance with applicable regulations", while variable "I realize the importance of taxes in financing state activities and development."

- 2) Tax sanctions (X2) have a minimum value of 8.00; maximum value of 16.00; the average value is 13.25; and standard deviation of 1.855. The data for tax sanctions respondents (X2) with alternative answers using a Likert scale and the frequency of respondents are explained in Table 7.

Table 7. Tax Sanctions Respondent Data (X2)

Variable	N	Alternative Answers				Total Score	Average
		STS (1)	T.S. (2)	S(3)	SS (4)		
X2.1	100	0	12	52	36	324	3.24
X2.2	100	0	11	44	45	334	3.34
X2.3	100	1	9	52	38	327	3.27
X2.3	100	0	6	48	46	340	3.40
Total						1,325	

Based on Table 7, it can be seen that variables X2.1 has the lowest average with the statement "Imposing severe penalties is one way to educate taxpayers," while the variable X2.4 has the highest average with the statement "Imposing tax sanctions must comply with the applicable regulations."

- 3) Education level (X3) has a minimum score of 3.00; maximum value of 4.00; average value of 3.25; and standard deviation of 0.577. The data on respondents' education level (X3) with alternative answers using an ordinal scale and the frequency of respondents are explained in Table 8.

Table 8. Respondent Data on Education Level (X3)

Variable	N	Alternative Answers			
		Elementary - Middle School (1)	SMA/SMK (2)	Diploma - Bachelor (3)	Masters - Doctorate (4)
X3	100	0	6	63	31

Based on Table 8, it can be seen that no one chose ordinal scale 1, namely SD - SMP. Meanwhile, the ordinal scale 3 Diploma - Bachelor has the largest number of respondents at 63 people.

- 4) Individual Taxpayer Compliance (Y) has a minimum value of 6.00; maximum value of 12.00; the average value is 10.46; and standard deviation of 1.306. The data on

individual taxpayer compliance respondents (Y) with alternative answers using a Likert scale and the frequency of respondents are explained in Table 9.

Table 9. Respondent Data on Individual Taxpayer Compliance (Y)

Variable	N	Alternative Answers				Total Score	Average
		STS (1)	T.S. (2)	S(3)	SS (4)		
Y1	100	0	3	47	50	347	3.47
Y2	100	0	5	37	58	353	3.53
Y3	100	0	5	44	51	346	3.46
Total						1,046	

Based on Table 9, it can be seen that variable Y3 has the lowest average with the statement "The risk of being punished in the field of taxation affects the level of Taxpayer compliance", while variable Y2 has the highest average with the statement "The existence of tax arrears can influence Taxpayer compliance".

Classic Assumption Test Results

A regression model can be said to be good if the model is free from classical assumptions. The regression model will produce supporting parameters if it can meet the requirements of classical assumptions which include normality, multicollinearity and heteroscedasticity tests.

Normality test

The normality test aims to test whether in the regression model the dependent variable and independent variables are normally distributed or not. The normality test is carried out using Kolmogorov Smirnov nonparametric statistics and is said to be normally distributed if it shows Asymp. Sig (2-tailed) is greater than 0.05. The normality test results can be seen in Table 10.

Table 10. Normality Test

One-Sample Kolmogorov-Smirnov Test	
	Unstandardized Residual
Asymp. Sig. (2-tailed)	0.141

Based on Table 10, it can be seen that the asymp.sig value of 0.141 is greater than 0.05. Therefore, it can be concluded that the data is normally distributed.

Multicollinearity Test

The multicollinearity test aims to test whether in the regression model a correlation is found between the independent variables. A good regression model should have no correlation between independent variables. The results of the multicollinearity test can be seen in Table 11.

Table 11. Multicollinearity Test

Variable	Tolerance	VIF
Taxpayer Awareness (X1)	0.689	1,451
Tax Sanctions (X2)	0.619	1,616
Education Level (X3)	0.864	1,158

Based on Table 11, it can be seen that all independent variables have a tolerance value greater than 0.10 and a VIF value smaller than 10. Therefore, it can be concluded that the three independent variables in this study do not have multicollinearity.

Heteroscedasticity Test

The heteroscedasticity test aims to test whether in the regression model there is an inequality of variance from the residuals of one observation to another. How to detect the presence or absence of heteroscedasticity can be done using the Glejser test. Detection of the presence or absence of heteroscedasticity using the Glejser test is carried out by comparing the resulting significance probability with a confidence level of 5%. If the probability of significance is above the 5% confidence level, the regression model is free from symptoms of heteroscedasticity. The results of the heteroscedasticity test can be seen in Table 12.

Table 12. Heteroscedasticity Test

Model	Sig
Taxpayer Awareness (X1)	0.627
Tax Sanctions (X2)	0.152
Education Level (X3)	0.071

Based on Table 12, it can be seen that all significant residual values are greater than 5% (0.05). Therefore, it can be concluded that the three independent variables in this study do not have heteroscedasticity.

Multiple Linear Regression Analysis

Multiple linear regression analysis is used to test and obtain an overview of the influence of the independent variable on the dependent variable. The results of multiple linear regression can be seen in Table 13.

Table 13. Multiple Linear Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig
	B	Std. Error	Beta		
(Constant)	1,310	0.803		1,632	0.106
Taxpayer Awareness (X1)	0.306	0.079	0.305	3,871	0,000

Tax Sanctions (X ₂)	0.240	0.058	0.340	4,100	0,000
Education Level (X ₃)	0.851	0.165	0.363	5,168	0,000

Based on Table 13, calculating multiple linear regression using the SPSS version 25.0 for Windows program, the regression equation formula is obtained as follows.

$$Y = a + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e \dots\dots\dots (3)$$

$$= 1,310 + 0,306X_1 + 0,240X_2 + 0,851X_3 + e \dots\dots\dots (4)$$

The interpretation of the above equation is as follows.

- 1) α : 1,310
A constant value of 1.310 means that if there were no taxpayer awareness variables (X₁), tax sanctions (X₂), and education level (X₃), then the individual taxpayer compliance variable (Y) would have a value of 1.310 units.
- 2) β_1 : 0.306
The regression coefficient value of X₁ is 0.306, which means that if the awareness variable increases by one unit, the individual taxpayer compliance variable (Y) will increase by 0.306, assuming other independent variables remain constant.
- 3) β_2 : 0.240
The regression coefficient value of X₂ is 0.240, which means that if the tax sanctions variable increases by one unit, the individual taxpayer compliance variable (Y) will increase by 0.240, assuming other independent variables remain constant.
- 4) β_3 : 0.851
The regression coefficient value of X₃ is 0.851, which means that if the education level variable increases by one unit, the individual taxpayer compliance variable (Y) will increase by 0.851, assuming other independent variables remain constant.

Coefficient of Determination Test (R²)

Testing the coefficient of determination (R²) aims to measure the ability of the independent variable to explain variations in the dependent variable. The results of the coefficient of determination test can be seen in Table 14.

Table 14. Coefficient of Determination Test (R²)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.768	0.591	0.578	0.849

Based on Table 14, the coefficient of determination (Adjusted R²) is 0.578. This shows that the independent variables together influence the dependent variable by 57.8% and the remaining 42.2% is influenced by other variables not included in the research model.

Model Feasibility Test (F Test)

The purpose of the model feasibility test (F test) is to determine whether the multiple linear regression model used as a tool for analyzing the influence of the independent variable on the dependent is feasible or not. The F test is carried out by comparing the significance value (F) of the independent variable with $\alpha = 0.05$. The results of the F test can be seen in Table 15.

Table 15. Model Feasibility Test (F Test)

Model	Sum of Squares	df	Mean Square	F	Sig
Regression	99,704	3	33,235	46,148	0,000
Residual	69,136	96	0.720		
Total	168,840	99			

Based on Table 15, the calculated F is 46,148 and is significant at 0.000. Because sig Fcount <5% (0.000 < 0.05), it can be concluded that the variables of taxpayer awareness, tax sanctions and level of education jointly influence individual taxpayer compliance.

Hypothesis Test (t Test)

The purpose of the t-test is to partially test the influence of the independent variable on the dependent variable. Testing is carried out by comparing the significance level of the independent variables, where the significance level used is 5% or 0.05. The t test results can be seen in Table 16.

Table 16 Hypothesis Test (t Test)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig
	B	Std. Error	Beta		
(Constant)	1,310	0.803		1,632	0.106
Taxpayer Awareness (X1)	0.306	0.079	0.305	3,871	0,000
Tax Sanctions (X2)	0.240	0.058	0.340	4,100	0,000
Education Level (X3)	0.851	0.165	0.363	5,168	0,000

Based on Table 16, it can be concluded that the results of the hypothesis test (t test) are as follows.

1) Hypothesis Testing 1

In the first hypothesis (H1) it is stated that taxpayer awareness has a positive effect on individual taxpayer compliance. Based on the partial regression test, the t-calculated value of variable X1 was obtained at 3.871 and the regression coefficient (beta) was 0.306 with a significant value of 0.000. Based on the results of data processing where the significant value is <0.05, it can be concluded that hypothesis 1 is accepted, indicating that taxpayer awareness has a positive and significant effect on individual taxpayer compliance.

2) Hypothesis Testing 2

In the second hypothesis (H2) it is stated that tax sanctions have a positive effect on individual taxpayer compliance. Based on the partial regression test, the t-calculated value of variable X1 was obtained at 4.100 and the regression coefficient (beta) was 0.240 with a significant value of 0.000. Based on the results of data processing where the significant value is <0.05, it can be concluded that hypothesis 2 is accepted, indicating that tax sanctions have a positive and significant effect on individual taxpayer compliance.

3) Hypothesis Testing 3

In the third hypothesis (H_3) it is stated that the level of education has a positive effect on individual taxpayer compliance. Based on the partial regression test, the t-calculated value of variable X_1 was obtained at 5.168 and the regression coefficient (beta) was 0.851 with a significant value of 0.000. Based on the results of data processing where the significant value is <0.05 , it can be concluded that hypothesis 3 is accepted, indicating that the level of education has a positive and significant effect on individual taxpayer compliance.

Discussion of Research Results

The Influence of Taxpayer Awareness on Individual Taxpayer Compliance

The research results show that taxpayer awareness has a positive and significant effect on individual taxpayer compliance. This positive direction means that the higher the awareness, the more individual taxpayer compliance will tend to increase.

Based on the theory of planned behavior, awareness is included in behavioral beliefs because there is a belief that paying taxes is a correct and beneficial action that will increase a positive attitude towards tax compliance. In relation to compliance theory, awareness includes a normative perspective because taxpayer awareness is related to an individual's understanding of morality and responsibility for paying taxes. People who have a good awareness of tax compliance tend to comply with tax regulations because it is considered a moral obligation that is in accordance with social values and norms held by society.

If the government uses taxes well to finance public facilities, education, health and infrastructure, individual taxpayers will better understand the importance of paying taxes in supporting the country. This awareness makes them more compliant and reduces the tendency to avoid or delay paying taxes, because they see it as a moral obligation.

The results of this research support previous research conducted by Sulistyawati et al. (2022), Sitawati and Subarka (2022), Anto et al. (2021), Indah and Setiawan (2020), Kautsar (2018), Astina and Setiawan (2018), Putri and Setiawan (2017), Nurlis and Kamil (2015), and Rohmawati and Rasmini (2012) who obtained similar results, namely awareness has a positive and significant effect on individual taxpayer compliance.

The Influence of Tax Sanctions on Individual Taxpayer Compliance

The research results show that tax sanctions have a positive and significant effect on individual taxpayer compliance. This positive direction means that the higher the application of tax sanctions, the more individual taxpayer compliance will tend to increase.

Based on the theory of planned behavior, tax sanctions are control beliefs because the existence of tax sanctions has the power to influence individual behavior to comply or not comply with their tax obligations. In relation to compliance theory, tax sanctions include an instrumental perspective because tax sanctions aim to create quite large negative consequences if they violate tax rules, thus encouraging taxpayers to comply with these rules in order to avoid financial losses or greater penalties.

A government that applies tax sanctions firmly and effectively makes taxpayers more compliant because there are real and direct consequences for those who break the rules. When taxpayers know that non-compliance will result in fines, interest, or even legal

action, they are more motivated to fulfill their tax obligations on time and according to regulations. This provides a powerful deterrent to reduce incentives to avoid taxes and improve overall compliance levels.

The results of this study support previous research conducted by Anto et al. (2021), Larasdiputra and Saputra (2021), Kartikasari and Yadnyana (2020), Wijaya (2019), and Putri and Setiawan (2017) who obtained similar results, namely that tax sanctions have a positive and significant effect on individual taxpayer compliance.

The Influence of Education Level on Individual Taxpayer Compliance

The research results show that the level of education has a positive and significant effect on individual taxpayer compliance. This positive direction means that the higher the level of education pursued, the greater the individual taxpayer compliance will tend to be.

Based on the theory of planned behavior and compliance theory, the taxpayer's education level is included in normative beliefs and normative perspectives. This is because taxpayers with a higher level of education tend to comply with tax obligations because they understand and appreciate the role of taxes in development and social welfare.

A higher level of education makes taxpayers more compliant because education increases understanding of the importance of taxes for the sustainability of the country and the welfare of society. Educated individuals tend to be more aware of the benefits of taxes in financing public facilities, education, health and infrastructure. Additionally, they better understand the consequences of non-compliance, both legal and social. This understanding encourages a sense of responsibility and moral commitment to pay taxes on time and according to regulations.

The results of this study support previous research conducted by Octavianny et al. (2021), Sabet et al. (2020), and Yulia et al. (2020) who obtained similar results, namely that the level of education had a positive and significant effect on individual taxpayer compliance.

CONCLUSION

Based on the results of the data analysis and discussion described in the previous chapter, it can be concluded that this research examines the influence of taxpayer awareness, tax sanctions, and level of education on individual taxpayer compliance. The location of this research was carried out at the Tabanan Pratama Tax Service Office by taking 100 Individual Taxpayers as samples from a total population of 222,491 Individual Taxpayers.

Based on the results of the tests carried out, the tests support the hypothesis, which is as follows.

- 1) Taxpayer awareness has a positive and significant effect on individual taxpayer compliance, meaning that the higher the awareness you have, the greater the individual taxpayer compliance will be.
- 2) Tax sanctions have a positive and significant effect on individual taxpayer compliance, meaning that the higher the application of tax sanctions, the higher the compliance of individual taxpayers.
- 3) The level of education has a positive and significant effect on individual taxpayer compliance, meaning that the higher the level of education obtained, the greater the individual taxpayer compliance will be.

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