

## **THE INFLUENCE OF TAX MORALS, TAX KNOWLEDGE AND TAXPAYER AWARENESS ON TAXPAYER COMPLIANCE WITH TAXPAYER INTENTIONS AS AN INTERVENING VARIABLE**

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### **ABSTRACT**

This research aims to analyze the influence of tax morals, tax knowledge and tax awareness on taxpayer compliance with taxpayer behavioral intentions as an intervening variable in Small and Medium Enterprise taxpayers registered in Rokan Hulu Regency. This research was conducted on Small and Medium Enterprise taxpayers registered in Rokan Hulu Regency. The data source is primary data obtained from distributing questionnaires. Sampling was taken using random sampling with a total of 104 respondents. The data analysis method uses the Structural Equation Modeling (SEM) model with the Partial Least Square (PLS) approach. The research results show that tax morale, tax knowledge and taxpayer awareness with taxpayer intentions as the intervening variable. These findings indicate that tax morale and taxpayer awareness influence taxpayer compliance, while tax knowledge does not influence taxpayer compliance. This research has limitations in that the tax knowledge variable has no effect on taxpayer compliance. So it is recommended that future researchers develop research by using the level of education and simplicity of the tax reporting system as variables that can be studied.

**Keywords:** Tax Morale, Tax Knowledge, Taxpayer Awareness, Taxpayer Compliance

### **INTRODUCTION**

Increasing financing for economic development as well as income mobility between developed and developing countries has attracted special attention (Forstater 2018). However, developing countries are still unable to increase tax revenues due to weak tax administration (Criss Lane 2018).

Indonesia is one of many developing countries that is experiencing economic recovery. The aim of this recovery is to increase tax revenues through economic activity, tax reform, implementation of the HPP Law, and law enforcement, (Fiscal 2022). The government must strive to increase regional tax revenues through regional autonomy. Regional autonomy is a form that a region is expected to be able to regulate and manage its government and society in accordance with territorial boundaries and the authority it has, as well as demanding that the region be independent and finance and manage its regional taxes.

Autonomy exists in all provinces in Indonesia, including Riau Province. However, Fiscal Independence in Riau Province is still categorized as low, based on the following data explanation:

Tabel IV.2  
Indeks Kemandirian Fiskal di Provinsi Riau Tahun 2017 s.d. 2023\*

Pemerintah Daerah	Tahun							Kondisi Kemandirian Fiskal 2022
	2017	2018	2019	2020	2021	2022	2023*	
Prov Riau	42,52	42,92	40,88	35,74	43,17	53,26	60,34	Mandiri
Kab. Kampar	14,25	9,86	9,59	10,41	10,79	10,69	15,47	Belum Mandiri
Kab. Bengkalis	8,41	9,50	5,99	8,64	6,58	4,34	7,46	Belum Mandiri
Kab. Indragiri Hulu	10,87	7,51	7,14	7,83	8,14	8,94	9,57	Belum Mandiri
Kab. Indragiri Hilir	11,88	8,37	7,65	9,12	11,47	9,16	8,56	Belum Mandiri
Kab. Pelalawan	12,41	9,31	9,15	9,86	9,98	11,99	8,00	Belum Mandiri
Kab. Rokan Hulu	13,17	5,43	9,24	6,64	9,68	6,87	4,04	Belum Mandiri
Kab. Rokan Hilir	11,16	6,18	5,54	5,72	7,10	7,63	5,03	Belum Mandiri
Kab. Siak	16,04	11,99	11,88	13,76	13,88	12,73	9,64	Belum Mandiri
Kab. Kuantan Singingi	7,99	5,59	5,17	5,10	7,07	6,61	7,09	Belum Mandiri
Kab. Kep. Meranti	8,45	6,39	6,71	6,20	9,30	8,71	11,28	Belum Mandiri
Kota Pekanbaru	32,12	26,52	29,97	26,42	29,29	32,24	30,90	Menuju Kemandirian
Kota Dumai	22,40	22,82	21,99	25,87	28,49	34,89	17,15	Menuju Kemandirian
Total Kab/ Kota	14,26	11,05	10,75	6,74	12,28	11,88	11,52	Belum Mandiri
Total Kabupaten	11,45	8,37	7,82	8,59	9,26	8,03	8,58	Belum Mandiri
Total Kota	28,69	25,21	27,11	26,21	29,01	33,16	24,80	Menuju Kemandirian

\*) Data s.d. Juni 2023

Sumber: SIKRI (diolah)

Based on the fiscal independence index in Riau Province, it is known that in Riau Province there is still a lot that needs to be improved. Of the thirteen regional governments, only Riau Province has a fiscal condition classification of "independent" two regional governments have a "towards independence" condition classification, namely Pekanbaru and Dumai while ten governments areas including Rokan Hulu Regency are in a "Not yet Independent" condition. Tax conditions are still low, especially for district governments in the extensification and intensification of regional tax collection and regional levies in their areas. It is necessary to expand extraordinary actions and steps and change the mindset of local governments that fiscal independence can only be achieved by increasing PAD (Finance and Treasury 2023).

According to (OECD, LAC 2023), Indonesia's tax ratio in 2021 is only 10.9% lower than Bhutan and Pakistan. This is very low compared to the tax ratio of other Asia Pacific countries. Among the factors that influence the tax ratio, there are macro and micro factors. Tax rates, per capita income levels and the level of optimization of government implementation are factors, while micro factors are influenced by the level of taxpayer compliance, state commitment, and the similarity of perceptions between taxpayers and tax officials. additionally, Andrea Goldstein, a senior economist at the OECD, stated that widespread incentives and tariff reductions, poor tax compliance, and a small number of people paying personal income tax are the main causes of Indonesia's low tax ratio. (Indonesia 2021).

Research findings show that country characteristics and country reciprocity with the amount of money that has been paid lead to low levels of compliance on average (Lois et al. 2019). Low levels of tax compliance in developing countries lead to low tax revenues, which result in increasing state threads to meet the government, (Amoh and Ali-Nakyea 2019). This research explains that in efforts to increase income tax, taxpayer compliance in Indonesia is one of the obstacles (Andini, Meda; Rahmiati 2021). This theory explains a situation where a person obeys established rules or orders (S. Milgram 1963). Therefore, to increase compliance, government supervision is needed to reduce opportunities for tax evasion and comply with regulations (Saptono and Aditama 2022).

The decrease in tax revenue will be caused by a decrease in the tax ratio, which is a challenge for the government to continue to increase taxpayer compliance. Factors that hinder tax revenue include the large informal sector, tax incentives, management problems, structural barriers, and limitations of tax policy

and administration, (Baum et al. 2017). Therefore, the government creates strategies that can increase mandatory compliance which will increase tax revenues, (Theodora 2023).

Research on taxpayer compliance in several countries, including Indonesia, is an interesting variable to study. This compliance can be understood as the tax obligation to report tax returns on time. If the level of taxpayer compliance is high then state revenues from the tax sector will increase.

Research on taxpayer compliance has been carried out by many researchers with varying research results. Mandatory compliance is a form of taxpayer behavior in carrying out their tax obligations in accordance with applicable regulations (Le, Malesky, and Pham 2020). Factors such as economic, social and spiritual influence taxpayer compliance (Carsamer and Abbam 2023). Tax morale and compliance costs influence taxpayer compliance (Musimenta et al. 2017). Taxpayer compliance affects the level of education, knowledge, awareness, simplicity of the system, attitudes and perceptions, (Sebhat and Assfaw 2019), (Taing and Chang 2021) and (Mat Jusoh et al. 2021). Compliance theory studies are used to estimate the influence of tax morale, tax knowledge and tax awareness on taxpayer compliance through taxpayer intentions.

Planned behavior towards tax compliance, individual attitudes are related to tax morals (Ajzen 2011). The enthusiasm to pay taxes is considered as part of a person's moral values (Mohdali and Pope 2014). Other research also states that tax morale influences taxpayer compliance, (Mat Jusoh et al. 2021) and (Taing and Chang 2021).

Tax knowledge is the level of awareness and understanding of taxpayers through tax laws (Oladipupo and Obazee 2016). Other research also shows that taxpayer compliance is not influenced by knowledge, but non-compliance occurs due to personal interests using the knowledge they have, (Mebratu 2018) and (Pirzada 2020). Other research also shows that high tax knowledge influences taxpayer compliance, so it is necessary to increase taxpayer knowledge, (Inasius 2019), (Amin et al. 2022), (Alm 2019) and (Musimenta 2020).

Research findings regarding awareness state that tax awareness influences taxpayer compliance so that tax authorities continue to build taxpayer trust in the tax system, (Hayat et al. 2022), (Taing and Chang 2021), (Sebhat and Assfaw 2019), (Amin et al. 2022) and (Maqsudi, Ratnawati, and Riyadi 2021).

Research findings outline that taxpayers' intentions are very much for service organizations, because it has a close relationship with the survival and future growth of service organizations, (Wu, Cheng, and Ai 2018). Other research shows that intentions influence taxpayer compliance (Hanno, Dennis M.; Violette 1996).

Research regarding taxpayer compliance needs to be carried out again considering that the number of taxpayer compliance has decreased specifically in the Rokan Hulu Regency area. Based on the above, the researcher intends to conduct research with the title "The Influence of Tax Morals, Tax Knowledge and Tax Awareness on Taxpayer Compliance Through Taxpayer Intentions".

### ***Formulation of the Problem***

Previous research on taxpayer compliance has produced different conclusions, especially on SPT reporting for taxpayers. This shows that taxpayers still need special education on Small and Medium Enterprise taxpayers registered in Rokan Hulu Regency. So researchers will analyze the influence of tax

morals, tax knowledge and tax awareness on taxpayer compliance with taxpayer behavioral intentions as intervening variables in Small and Medium Enterprise taxpayers registered in Rokan Hulu Regency.

### ***Research Purposes***

The purpose of this research is to analyze the influence of tax morals, tax knowledge and tax awareness on taxpayer compliance with taxpayer behavioral intentions as an intervening variable in Small and Medium Enterprise taxpayers registered in Rokan Hulu Regency.

## **LITERATURE REVIEW**

### ***Compliance Theory***

*Compliance Theory* is a theory explaining a situation where a taxpayer complies with established government regulations (Stanley Milgram 1963). So it can be interpreted that taxpayers have the awareness to report taxes, whether the taxes paid are high or low, so taxpayers remain obedient in paying taxes on time.

### ***Theory Of Planned Behavior***

*Theory Of Planned Behavior* is a theory that explains the causes of behavioral intentions, behavioral intentions are determined by three main determinants, namely attitudes, subject norms and perceived behavioral control (Netemeyer and Ryn 1991).

### ***Attribution Theory***

The theory states that it is a form of process of how someone interprets a situation related to tax compliance (Schmitt 2015). The research results explain that attribution theory says that a person's behavior is influenced by internal and external conditions (Fauziah and Murharsito 2019).

### ***Tax Compliance***

Taxpayer compliance is the behavior of taxpayers in carrying out their tax obligations by following applicable regulations (Le, Malesky, and Pham 2020). Tax compliance is produced by several tax authorities as a result of the power to regulate taxpayers in reporting their obligations.

### ***Tax Morale***

Tax morals are the taxpayer's own feelings of wanting to pay taxes, because of the taxpayer's desire to contribute to the government and society at large, (Mat Jusoh et al. 2021) and (Hanno, Dennis M.; Violette 1996).

### ***Tax Knowledge***

Tax knowledge is the level of awareness and understanding of taxpayers through tax laws (Oladipupo and Obazee 2016). Through knowledge, taxpayers will understand their rights and obligations as well as the procedures for paying or reporting taxes (Sebhat and Assfaw 2019).

### ***Taxpayer Awareness***

The component that comes from oneself is fulfilling one's tax obligations calmly and with full awareness, (Hayat et al. 2022) and (Maqsudi, Ratnawati, and Riyadi 2021). Because taxes are used by the state to finance government spending to improve people's welfare, people who pay

taxes must realize that paying taxes is important to implement (Permana, Chomsatu, and Dewi 2022).

### ***Taxpayer Intentions***

A person's intention is to do something big, then he is enthusiastic about carrying out that behavior (Netemeyer and Ryn 1991). Behavioral intentions are directly influenced by intentions to use, recommend, loyalty and commitment (Hashim, Haque, and Hasim 2015).

## **METHOD, DATA, AND ANALYSIS**

### ***Research Design***

This type of research is quantitative to test the influence of Tax Moral, Tax Knowledge and Tax Awareness on taxpayer compliance with behavioral intention variables as intervening variables.

### ***Population and Sample***

The population of this research is Small and Medium Enterprise taxpayers registered in Rokan Hulu Regency. The sample was 104 Small and Medium Enterprise respondents. The sampling technique in this research used random sampling taking into account the criteria or Demographic characteristics of respondents consist of:

- a. Gender consists of men and women
- b. Age consisting of < 30 years, 30-39 years, 40-49 years, 50-59 years and > 60 years
- c. Education consists of elementary school, middle school, high school, bachelor's degree, master's degree and doctoral degree.
- d. The term for becoming a taxpayer consists of 1-5 years, 6-10 years and above 10 years
- e. Have a maximum sales or turnover of micro businesses of one billion rupiah, excluding land and buildings (Government of Indonesia 2021).

Primary data is the main data that will be analyzed in the field, obtained directly from survey respondents. Data was collected using a formatted questionnaire.

### ***Measurement Scale***

This research was conducted using a questionnaire in the form of responses given by respondents on a Likert point scale ranging from 1 = (strongly disagree), 2 = (disagree), 3 = (neutral), 4 = (agree) and 5 = (strongly agree). We followed the procedure suggested by, (Uma Sekaran 2017).

### ***Descriptive Analysis***

This research will use descriptive statistical analysis first and then carrying out all the testing stages required in PLS-SEM. The measurement model (outer model) and also the structural model (inner model) are the substructure models that will be used in testing hypotheses in this research.

## **RESULT**

This research uses Smartpls software. Structural equation modeling (SEM) techniques are used to test research hypotheses, component or variant-based SEM equation models are called partial least squares (PLS), (Imam Ghazali 2023).

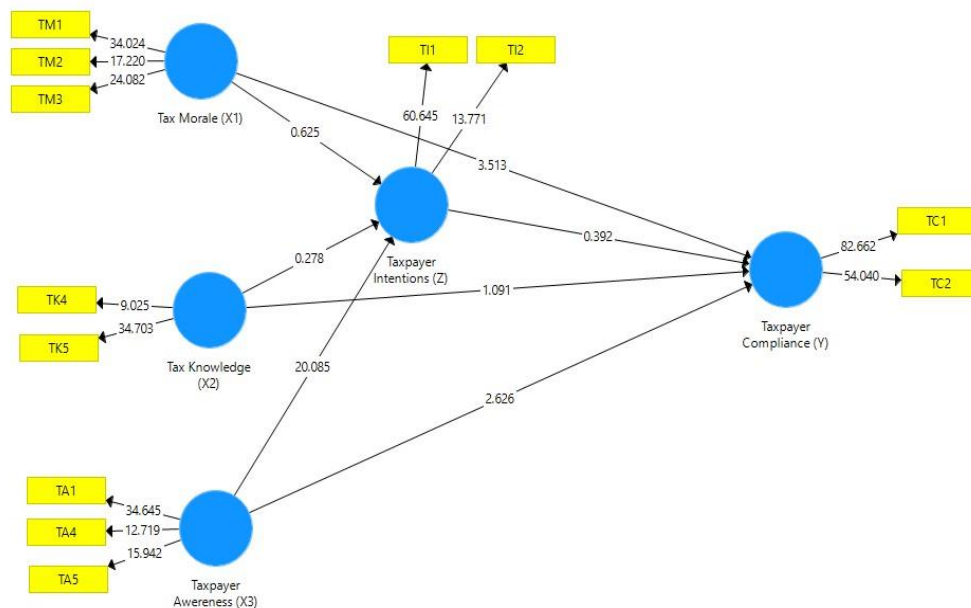
### Outer Model Results

Outer model testing is carried out by carrying out Convergent Validity of a measurement with a reflective model. The indicators are assessed based on the correlation between the item score and the construct score calculated using PLS. This is done by evaluating the results of the Outer Model for each indicator. Reflective is said to be high if the correlation is more than  $> 0,70$ .

**Table 1.** Convergent Validity Values

	Tax Morale	Tax Knowledge	Taxpayer Awareness	Taxpayer Compliance	Tax Compliance
TM1	0,876				
TM2	0,832				
TM3	0,869				
TK4		0,858			
TK5		0,942			
FY1			0,826		
FY2			0,831		
TA3			0,883		
TI1				0,933	
TI2				0,784	
TC2					0,951
TC2					0,922

Source: Processed Data, 2023



**Figure 1.** Validity Testing



Each latent variable must be able to explain at least 50% of the variance of the respective indicator. Therefore, the absolute correlation between the latent variable and the indicator is  $> 0,70$  (the absolute value of the outer standard loading or what is called outer loading). Based on the outer loading value of all indicators for each research variable  $> 0,70$ . From the results of this estimation, it is proven that the indicators used in this research variable have met convergent validity.

### ***Discriminant Validity***

An indicator is declared valid if it has the highest outer loading for the target construct compared to the outer loading for other constructs. In this research, the results of the Discriminant Validity test are displayed in table 2 below:

**Table 2.** Discriminant Validity Results

	(AVE)	Information
Tax Morale (X1)	0,859	Valid
Tax Knowledge (X2)	0,901	Valid
Taxpayer Awareness (X3)	0,847	Valid
Taxpayer Intentions (Z)	0,862	Valid
Taxpayer Compliance (Y)	0,936	Valid

Source: Processed Data, 2023

Table. 2 shows that the AVE of each research variable is  $>0.50$ . These results prove that all the independent variables of this research are valid and meet discriminant validity.

### ***Composite Reliability***

*Composite reliability* is one method used to test the reliability value of each variable indicator. A variable can be said to meet Composite reliability if its value is more than 0,70. The following are the results of Composite reliability for each variable:

**Table 3.** Composite Reliability Results

	Composite Reliability	Information
Tax Morale (X1)	0,894	Reliable
Tax Knowledge (X2)	0,896	Reliable
Taxpayer Awareness (X3)	0,884	Reliable
Taxpayer Intentions (Z)	0,851	Reliable
Taxpayer Compliance (Y)	0,934	Reliable

Source: Processed data, 2023

Based on table 3, it is known that the Composite Reliability value of the Tax Morale variable is  $>0,70$ , which is 0.894, Tax Knowledge  $>0,70$ , which is 0,896, Taxpayer Awareness  $>0,70$ , which is 0.884 Taxpayer Intentions  $>0,70$ , which is 0.851, Taxpayer Compliance  $>0,70$  is 0,934. Judging from the Composite Reliability value for each variable, the value is  $>0,70$ , indicating that everything is reliable.

### ***Cronbach's Alpha***

*Cronbach's Alpha* can be used to strengthen the reliability test of composite reliability. A variable can be said to be reliable if it has a Cronbach's Alpha  $> 0.70$ .

**Table 4.** Cronbach's Alpha

	<i>Cronbach's Alpha</i>	Information
Tax Morale (X1)	0,822	Reliable
Tax Knowledge (X2)	0,777	Reliable
Taxpayer Awareness (X3)	0,821	Reliable
Taxpayer Intentions (Z)	0,674	Not Reliable
Taxpayer Compliance (Y)	0,861	Reliable

Source: Processed Data, 2023

Based on table 4, the Cronbach Alpha's value of the Tax Morale variable is  $>0.70$ , namely 0,822, Tax Knowledge  $>0.70$  is 0,777, Taxpayer Awareness  $<0.70$  is 0.821, Taxpayer Intentions  $<0.70$  is 0,647, and Tax Compliance  $>0.70$  is 0,861. These results show that there is still 1 variable that does not meet Cronbach Alpha's, so it can be concluded that overall the variable has a high level of reliability.

### ***Path Coefficient Test***

Path Coefficient evaluation is used to show how strong the influence of the independent variable is on the dependent variable. Based on R-Square, it is used to measure changes in the independent variable towards the Dependent Variable. The higher the R<sup>2</sup> value, the higher the prediction model of the proposed research model. R-square values of  $>0.70$ , 0,67, 0,33 and 0.19 indicate a strong, substantial, moderate and weak model, (Imam Ghazali 2023 ). SmartPLS obtained R-Square in table 5 below:

**Table 5.** R-Square results

	R Square	R Square Adjusted
Taxpayer Intentions (Z)	0,606	0,594
Taxpayer Compliance (Y)	0,384	0,358

Source: Processed Data, 2023

*Goodness of fit* measured using R-Square dependent latent variable with the same interpretation as regression. An R-Square value  $> 0$  indicates the model has predictive relevance. The magnitude of the influence of X on Y is 35%. Meanwhile, the influence of variable X on M is 59%.

### ***Hypothesis Testing***

Hypotheses are tested using Path Coefficients and to test indirect effects through Specific Indirect Effects. The path coefficients and Specific Indirect Effect values are seen from the P Value  $<0.05$ .



**Table 6.** Hypothesis Testing

	<b>Original Sample (O)</b>	<b>T Statistics ( O/STDEV )</b>	<b>P Values</b>
Tax Morale (X1) -> Taxpayer Compliance (Y)	0,364	3,513	0,000
Tax Morale (X1)-> Taxpayer Intentions (Z)	0,057	0,625	0,533
Tax Knowledge (X2) -> Taxpayer Compliance (Y)	-0,118	1,091	0,276
Tax Knowledge (X2) -> Taxpayer Intentions (Z)	0,024	0,278	0,781
Taxpayer Awareness (X3) -> Taxpayer Compliance (Y)	0,398	2,626	0,009
Taxpayer Awareness (X3) -> Taxpayer Intentions (Z)	0,749	20,085	0,000
Taxpayer Intentions (Z)-> Taxpayer Compliance (Y)	0,065	0,392	0,695
Tax Morale (X1) -> Taxpayer Intentions (Z) -> Taxpayer Compliance (Y)	0,004	0,183	0,855
Tax Knowledge (X2 -> Taxpayer Intentions (Z) -> Taxpayer Compliance (Y)	0,002	0,099	0,921
Taxpayer Awareness (X3) -> Taxpayer Intentions (Z) -> Taxpayer Compliance (Y)	0,049	0,385	0,700

Source: Processed Data, 2023

Based on the results in Table 7 it can be concluded:

1. Tax Morale (X1) against Taxpayer Compliance (Y) obtained a P-Values value of 0,000 and a t-statistic of 3,513.
2. Tax Morale (X1) against Taxpayer Intentions (Z) obtained a P-Values value of 0,533 and a t-statistic of 0,625.
3. Tax Knowledge (X2) against Taxpayer Compliance (Y) obtained a P-Values value of 0,276 and a t-statistic of 1.091
4. Tax Knowledge (X2) against Taxpayer Intentions (Z) obtained a P-Values value of 0.781 and a t-statistic of 0,278
5. TaxpayerAwareness(X3) -> Taxpayer Compliance (Y) towards taxpayer compliance obtained a P-Values value of 0,009 and a t-statistic of 2,626
6. TaxpayerAwareness(X3) -> Taxpayer Intentions (Z) towards Behavioral Intentions obtained a P-Values value of 0,000 and a t-statistic of 20,085
7. Taxpayer Intentions (Z) to Taxpayer Compliance (Y) obtainP-Values is 0,695 and t-statistic is 0,392
8. Tax Morale (X1) towards Taxpayer Compliance (Y) obtains a P-Values value of 0,000 and towards Taxpayer Compliance (Y) through Taxpayer Intentions (Z) obtainThe P-Value is 0,855 and the t-statistic is 0,183
9. Tax Knowledge (X2) against Taxpayer Compliance (Y) through Taxpayer Intentions (Z) obtained a P-Value of 0,921 and a t-statistic of 0,099
10. TaxpayerAwareness(X3 towards Taxpayer Compliance (Y) through Taxpayer Intentions (Z) obtained a P-Value of 0,700 and a t-statistic of 0,385.

The author needs to report the results in sufficient detail so that the reader can see which statistical analysis was conducted and why, and later to justify their conclusions. This part, highlights the rationale

behind the result answering the question “why the result is so?” It shows the theories and the evidence from the results.

## **DISCUSSION**

### ***The Influence of Tax Morale on Taxpayer Compliance***

Based on table 6, it can be seen that the t-statistical value of the direct influence of Tax Morale on Taxpayer Compliance shows a P-Values -Values of  $0,000 < 0,05$  with a t-Statistic of  $3,513 > 1,984$ . So it can be concluded that tax morale has a significant effect on Taxpayer Compliance and the hypothesis is accepted.

This research found that Tax Morale influences Taxpayer Compliance. This finding is in line with research conducted by (Mat Jusoh et al. 2021) and (Taing and Chang 2021). Based on the research results, the authorities must continue to strive to increase tax morale by providing good and easy service as well as fairness and trust that must be maintained to ensure that taxpayers continue to comply with tax regulations.

### ***The Influence of Tax Morale on Taxpayer Intentions***

Based on table 6, it can be seen that the t-statistic value of the direct influence of Tax Morale on Taxpayer Intentions shows a P-Values -Values of  $0,533 < 0,05$  with a t-Statistic of  $0,625 > 1,984$ . So it can be concluded that Tax Morale has no significant effect on Taxpayer Intentions and the hypothesis is rejected.

The findings of this research are not in line with research conducted by (Lesmana, Panjaitan, and Maimunah 2018), and are in line with research by (Mat Jusoh et al. 2021) and (Taing and Chang 2021). Based on these results, the tax authority must continue to strive to provide a good example, especially for the tax apparatus, especially tax officials by not committing corruption. This is done to increase the trust of taxpayers which has an impact on the taxpayer's intention to continue paying taxes.

### ***The Influence of Tax Knowledge on Taxpayer Compliance***

Based on table 6, it can be seen that the t-statistical value of the direct influence of Tax Knowledge on Taxpayer Compliance shows a P-Values value of  $0,276 < 0,05$  with a t-statistic of  $1,091 > 1,984$ . So it can be concluded that Tax Knowledge has no significant effect on Taxpayer Compliance and the hypothesis is rejected.

This research found that Tax Compliance has no effect on Taxpayer Compliance. These findings are not in line with research conducted by (Inasius 2019), (Patro et al. 2021) and (Musimenta 2020) but are in line with research conducted by (Mebratu 2018) and (Pirzada 2020). Based on these findings, the tax authority must further increase outreach to taxpayers regarding tax developments, especially taxation in the digital sector.

### ***The Influence of Tax Knowledge on Taxpayer Intentions***

Based on table 6, it can be seen that the t-statistical value of the direct influence of Tax Knowledge on tax Taxpayer Intentions shows a P-Values -Values of  $0,781 < 0,05$  with a t-Statistic of  $0,278 > 1,984$ . So it can be concluded that Tax Knowledge has no significant effect on Taxpayer Compliance and the hypothesis is rejected.

This research shows that Tax Knowledge has no effect on Taxpayer Intentions. This finding is not in line with research conducted by (Muzakkir, Indrijawati, and Syamsuddin 2019) and (Syakura 2017). Based on

the results of this research, the tax authority must carry out outreach to increase the education of taxpayers on an ongoing basis so that taxpayers have an understanding of tax knowledge.

### ***The Influence of Taxpayer Awareness on Taxpayer Compliance***

Based on table 6, it can be seen that the t-statistic value of the direct influence of Taxpayer Awareness on Taxpayer Compliance shows a P-Values -Values of  $0,009 < 0,05$  with a t-Statistic of  $2,626 > 1,984$ . So it can be concluded that Taxpayer Awareness has a significant effect on Taxpayer Compliance and the hypothesis is accepted.

The research findings are in line with research conducted by (Maqsudi, Ratnawati, and Riyadi 2021), (Taing and Chang 2021) and (Amin et al. 2022). Based on the results of this research, it is hoped that the tax authorities will continue to increase taxpayer awareness by providing good quality tax services and education about the importance of taxes for the country.

### ***The Influence of Taxpayer Awareness on Taxpayer Intentions***

Based on table 6, it can be seen that the t-statistical value of the direct influence of Taxpayer Awareness on tax Taxpayer Intentions shows a P-Values -Values of  $0,000 < 0,05$  with a t-Statistic of  $20,085 > 1,984$ . So it can be concluded that Taxpayer Awareness has a significant effect on Taxpayer Compliance and the hypothesis is accepted.

The research findings are in line with research conducted by (Hayat et al. 2022) and (Maqsudi, Ratnawati, and Riyadi 2021) but not in line with research conducted by (Nolanda 2022). Based on the results of research that has been carried out, the tax authority must continue to increase taxpayer awareness by providing education and increasing taxpayer trust in government officials in managing tax money originating from taxpayers or the public.

### ***InfluenceTaxpayer Intentions towards Taxpayer Compliance***

Based on table 6, it can be seen that the t-statistical value of the direct influence of Taxpayer Intentions on tax Taxpayer Compliance shows a P-Values -Values of  $0,695 < 0,05$  with a t-Statistic of  $0,392 > 1,984$ . So it can be concluded that Taxpayer Intentions has no significant effect on Taxpayer Compliance and the hypothesis is rejected.

The findings of this research are not in line with research conducted by (Muzakkir, Indrijawati, and Syamsuddin 2019) and (Muzakkir, Indrijawati, and Syamsuddin 2019). Based on the results of research that has been carried out, tax officials must improve the quality of service and a sense of justice must be felt more by taxpayers so that taxpayers have more awareness to continue to comply with tax regulations.

### ***The Influence of Tax Morale on Taxpayer Compliance through Taxpayer Intentions***

Based on table 6, it can be seen that the t-statistic value of the influence of Tax Morale on Tax Payer Compliance through Taxpayer Intentions shows a P-Values -Values of  $0,855 < 0,05$  with a t-Statistic of  $0,183 > 1,984$ . So it can be concluded that Tax Morale has no significant effect on Taxpayer Compliance through Taxpayer Intentions and the hypothesis is rejected.

The findings of this research are not in line with research conducted by (Lesmana, Panjaitan, and Maimunah 2018), and are in line with research by (Mat Jusoh et al. 2021) and (Taing and Chang 2021). Based on these results, the tax authority must continue to strive to provide behavior in the form of attitudes, norms and morals, this is done to increase taxpayer trust which has an impact on taxpayers' intention to continue paying taxes.

### ***The Influence of Tax Knowledge on Taxpayer Compliance through Taxpayer Intentions***

Based on table 6, it can be seen that the t-statistic value of the influence of Tax Knowledge on Taxpayer Compliance through Taxpayer Intentions shows a P-Values -Values of  $0,921 < 0,05$  with a t-Statistic of  $0,099 > 1,984$ . So it can be concluded that Tax Knowledge has no effect on Taxpayer Compliance through Taxpayer Intentions and the hypothesis is rejected.

The findings of this research are not in line with research conducted by (Muzakkir, Indrijawati, and Syamsuddin 2019) and (Muzakkir, Indrijawati, and Syamsuddin 2019). Based on the research results, the tax authority must continue to increase tax knowledge by conducting training and outreach and continuing to strive to restore the trust of taxpayers about the importance of taxes for financing and state development.

### ***The Influence of Taxpayer Awareness on Taxpayer Compliance through Taxpayer Intentions***

Based on table 6, it can be seen that the t-statistic value of the influence of Taxpayer Awareness on Taxpayer Compliance through Taxpayer Intentions shows a P-Values -Values of  $0,700 < 0,05$  with a t-Statistic of  $0,385 > 1,984$ . So it can be concluded that Taxpayer Awareness of Taxpayer Compliance is through Taxpayer Intentions and the hypothesis is rejected.

The research findings are in line with research conducted by (Hayat et al. 2022) and (Maqsudi, Ratnawati, and Riyadi 2021), but not in line with research conducted by (Nolanda 2022). Based on the results of research that has been carried out, the tax authority must continue to increase taxpayer awareness by providing education about the importance of taxes for development and state financing.

## **CONCLUSION**

### ***Conclusion***

This research was conducted by testing the level of taxpayer compliance with the aim of achieving the goal. Primary data was collected using a Likert scale questionnaire and analyzed descriptively using Smart PLS. The independent variables and intervening variables used that are considered in this research consist of tax morale, tax knowledge and taxpayer awareness with taxpayer intentions as the intervening variable. These findings indicate that tax morale and taxpayer awareness influence taxpayer compliance, while tax knowledge does not influence taxpayer compliance.

### ***Limitations***

This research has limitations in that the tax knowledge variable has no effect on taxpayer compliance. So it is recommended that future researchers develop research by using the level of education and simplicity of the tax reporting system as variables that can be studied.

### ***Recommendation***

Based on the findings of this research, there are several suggestions and implications. These findings show that tax morale and taxpayer awareness encourage taxpayer behavior so that tax authorities must continue to strive to increase awareness regarding taxpayer compliance, especially in tax reporting. Government officials must also provide good ethics to taxpayers, especially the public, by reducing the level of corruption and providing heavy sanctions not only to taxpayers who do not comply but also to government officials who commit acts detrimental to the state.

Government officials must provide a system that is easy to use and understand so that taxpayers can easily understand what is being reported without being afraid to report taxes independently. Apart from that, the tax authority also provides rewards to taxpayers who are obedient and honest in paying and reporting their taxes.

### ***Implications***

The results of this research have policy implications for tax authorities and other policy makers which provide special insight in increasing taxpayer knowledge so that taxpayer understanding is better and formulating corrective policy steps that can increase government revenue, especially in taxes.

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