THE EFFECT OF SOCIALIZATION, TAX APPEAL LETTER AND TAX EXAMINATION TOWARDS TAX REVENUE

(Study Case at Tax Service Office (KPP) Tasikmalaya)

A THESIS

Presented as Partial Fulfillment of the Requirements

to Obtain the Bachelor Degree in Accounting Department

By:

RIZKY HILMI FAUZI

Student Number: 16312212

DEPARTMENT OF ACCOUNTING

INTERNATIONAL PROGRAM

FACULTY OF ECONOMICS

UNIVERSITAS ISLAM INDONESIA

YOGYAKARTA

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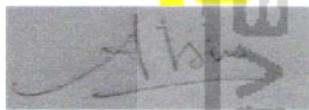
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<u>A BACHELOR DEGREE THESIS</u>

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Defended before the Board of Examiners
on March 31, 2020 and Declared Acceptable

LEGALIZATION PAGE

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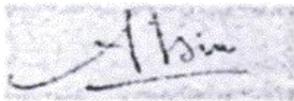
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iv

DECLARATION OF AUTHENTICITY

Here in I declare the originality of the thesis; I have not presented anyone else's work to obtain my university degree, nor have I presented anyone else's words, ideas or expression without acknowledgement. All quotations are cited and listed in the bibliography of the thesis.

If in the future this statement is proven false, I am willing to accept any sanction complying with the determined regulation or its consequence.

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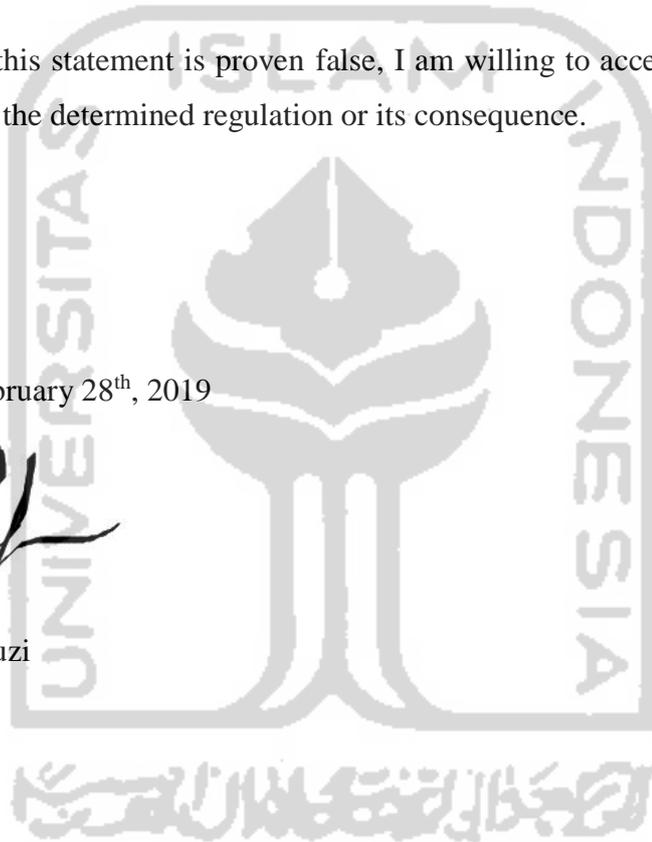
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بِسْـــــــمِ اللهِ الرَّحْمٰنِ الرَّحِيْمِ

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Yogyakarta, February 28th, 2020

Rizky Hilmi Fauzi

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

ABSTRACT

The purpose of this study was to determine the effect on socialization, tax appeal letter, and tax examination towards tax revenue. This research uses a quantitative approach. The data used are data every month from 2014 to 2018. Independent variables in this research are socialization, tax appeal letter, and the tax examination activities. The variable dependent on tax revenue. Data with a ratio scale is the measurement scale used in this study. The data source used is from internal sources and secondary data is the type of data used. KPP Pratama Tasikmalaya referred to by the internal source. The result of this study found that tax appeal letter and tax examination has positive significant effect on the tax revenue at KPP Pratama Tasikmalaya. In other hand, socialization has not significant effect of tax revenue at KPP Pratama Tasikamalaya. This implication of this research suggested to KPP Pratama Tasikmalaya as assessment performance and consideration in taking decision on tax collection.

Keywords: *Socialization, tax appeal letter, tax examination, tax compliance, tax arrears, tax revenue.*
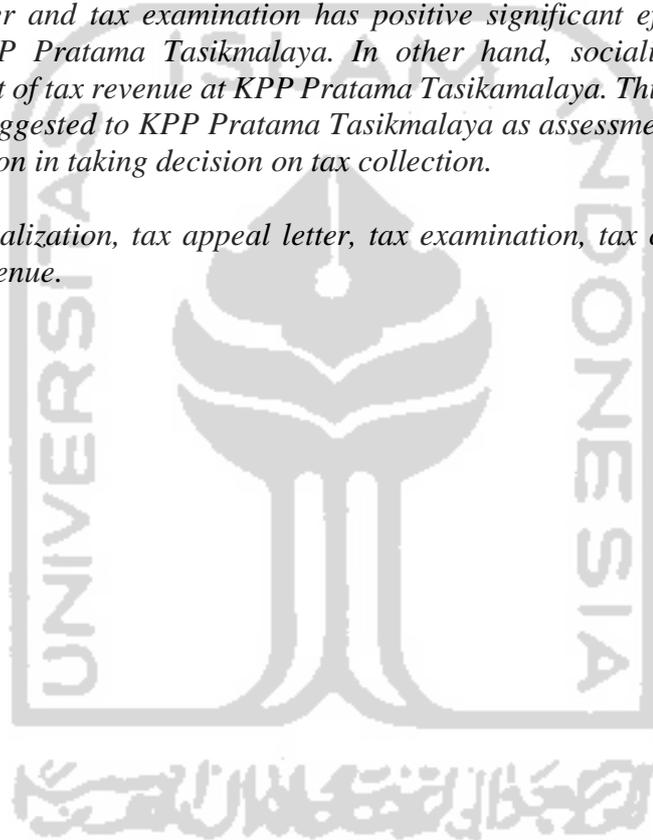
ABSTRAK

Tujuan dari penelitian ini untuk melihat efek dari kegiatan sosialisasi, penerbitan surat himbauan, hingga pemeriksaan pajak terhadap penerimaan pajak. Penelitian ini menggunakan pendekatan *quantitative*. Data yang diambil dari tahun 2014 – 2018. Variabel *independent* pada penelitian ini adalaha sosialisasi, surat himbauan pajak, dan pemeriksaan pajak. Sedangkan variable *dependent* pada penelitian ini adalah penerimaan pajak yang ada di KPP Pratama kota Tasikmalaya. Data diperoleh dari KPP Pratama kota Tasikmalaya dan jenis data yang digunakan adalah data sekunder. Hasil dari penelitian ini menemukan bahwa efek penerbitan surat himbauan pajak dan pemeriksaan pajak memiliki efek signifikan dan postif terhadap penerimaan pajak di KPP Pratama Tasikmalaya. Sedangkan kegiatan sosialisasi tidak memiliki efek yang signifikan terhadap penerimaan pajak di KPP Pratama Tasikmalaya. Penelitian ini diimplikasikan dapat membantu kantor pelayanan pajak di Kota Tasikmalaya sebagai acuan dan informasi agar dapat mengambil keputusaan yang tepat dalam pemungutan pajak.

Kata kunci: Sosialisasi, surat himbauan pajak, pemeriksaan pajak, kepatuhan pajak, tunggakan pajak, penerimaan pajak.

CHAPTER I
INTRODUCTION

1.1. Background of the Study

In Indonesia, the state's biggest source of revenue comes from the tax sector. State revenue from taxes is vital to finance the needs of the country. The state needs huge funds in carrying out development, therefore the government is required to be more prudent in managing any revenue, especially from this sector. The main expenditure of the state is routinely such as the payment of salaries of government employees, as well as expenses to pay for subsidies in education, health, national defense, labor, religion, and other expenditure sectors. Therefore, to finance these entire general needs, it is necessary to have an active role from the community in contributing to it by regularly paying dues in the form of taxes to the state. Revenue from the tax sector is the mainstay of the state income.

The data of tax revenue Indonesia in 2017 is Rp 1.147,5 Trillion or 89,4 % from the target Rp 1.283,6 Trillion. 2018 had increased to 92% or Rp 1.315,9 Trillion from Rp 1424 Trillion. From data above the ratio of tax increasing from 10,7% in 2017 to 11,5% in 2018 (CNBC, 2018) its indicate the system that implement of Directorate General of Taxes are success but did not achieve the target.

One of the state's revenues from the tax sector comes from income tax (PPh). Income tax in Indonesia collected using a self-assessment system. This system requires taxpayers to calculate, deposit, and report their tax payable.

Intending to increase the amount of state tax revenue, the tax authorities make various efforts, both extensification and intensification of tax revenue. Extensification is an effort to increase tax revenue by increasing the number of active taxpayers. Whereas intensification is pursued by increasing taxpayer compliance, improving service quality for taxpayers, administrative oversight of taxation, inspection, investigation, billing, and various law enforcement.

Furthermore, one factor that hinders state revenue from the taxation sector is tax compliance. Since ancient times, tax compliance has become a problem in the taxation sector. In Indonesia, the ratio of taxpayers in carrying out payment of their tax obligations from year to year still shows a significant increase. In this case, the community plays an important role in realizing the effectiveness of tax collection that can have a positive impact on state revenue. The low level of compliance of taxpayer causes, several reasons such as, the lack of tax socialization given to the public, people still perceive taxes as compulsory levies rather than as their participation because they feel they have not seen tangible benefits for the state and society. This condition seems happened in city of Tasikmalaya. The low level of public awareness in the city of Tasikmalaya in paying tax obligations reflected in the rising tax arrears and make decreasing level of tax revenue that occur in these areas.

According to data from Tasikmalaya Tax Office (KPP Tasikmalaya), in 2015 Tasikmalaya Tax Office state that total amount of tax arrears in Tasikmalaya are increase from Rp. 17,782,689,926 in 2014, the amount of tax arrears increase to

Rp. 18,854,404,922 in 2015. This condition reflect that, the level of tax compliance people in tasikmalaya still not optimal because this condition also shows us, that City of Tasikmalaya actually still have potency of income, from tax arrears that should be paid by the taxpayer at that time. In generating the number of the tax revenue in Tasikmalaya. Tax service office (KPP) Tasikmalaya conducting various ways to increase tax revenue in this area. Through socialization approach activities for example, or by issuing a tax appeal letter to the taxpayer, or by conducting a tax audit, the taxpayer is indicated to have an unpaid tax obligation.

The socialization activities in prospective taxpayers aim to build awareness about the importance of taxation and attract new taxpayers. The socialization activities for new taxpayers aim to increase understanding and compliance to meet their tax obligations, especially for those who have not submitted their tax returns and have not made a tax deposit for the first time. Furthermore, as effort to test compliance with tax obligations by the taxpayer, the government through the Director-General of Tax conducts tax examination activities. Definition of examination according to article 1 paragraph (25) of Law no. 28 of 2007 is a series of activities to collect and process data, information, and / or evidence carried out objectively and professionally based on an inspection standard to test compliance with tax obligations and / or for other purposes in the context of implementing the provisions of tax legislation.

There are several researches, which discuss about the effect of tax revenue. However, the researcher has found that there are only small numbers of research,

which specifically studied about the relationship between tax revenue with the Socialization, Tax Appeal Letter and Tax Examination as the independent variables. Based on the description above, many factors that affect increasing of tax revenue including socialization, tax appeal letter, and tax examination are important in efforts to optimize taxpayer revenue. Especially in Tasikmalaya, with the potency of the tax revenue, by resolve the level tax arrears in Tasikmalaya by raising willing of taxpayer to fulfill the tax obligation it expected that the tax revenue would increase. Therefore, researchers are interested in conducting research with the title: **"The Effect of Socialization, Tax Appeal Letter, Tax Examination to the Tax Revenue in KPP Tasikmalaya".**

1.2. Problem Formulation

Based on the background of the problem described above, the research problems are formulated as follows:

1. Does the socialization have an effect on increasing tax revenue at KPP Tasikmalaya?

2. Does Appeal Letter have an effect on increasing tax revenue at KPP Tasikmalaya?

3. Does Tax Examination have an effect on increasing tax revenue at KPP Tasikmalaya?

1.3. Research Objectives

1. Analyse the influence of tax socialization effect tax revenue KPP Tasikmalaya.

2. Analyse the influence of appeal letter effect tax revenue at KPP Tasikmalaya.

3. Analyse the influence of Tax Examination effect tax revenue at KPP Tasikmalaya.

1.4. Research Benefits

In this study, the analysis of the influence of tax socialization, appeal letter, and tax audit on the tax revenue in the City of Tasikmalaya expected to be beneficial for the authors and related parties. The benefits expected from this study include;

1. Academics

1. Research on voluntary tax using secondary data still rarely done, so this research can be a reference for further research on voluntary tax using secondary data as the main data in conducting research

2. Inconsistency in previous studies, attracting the attention of researchers to do a re-study, to ensure the actual results of the research funding a voluntary tax.

2. Practice

a) For the government, especially the Tasikmalaya Tax Office (KPP Tasikmalaya), as a decision-making policy material, especially in the efforts to improve the Tasikmalaya City tax area.

b) As a benchmark of the performance KPP Tasikmalaya during the period of 2014-2018.

1.5. Systematics of Writing

This research consists of five chapters written by following the systematics below:

CHAPTER I: INTRODUCTION

In this chapter, it includes the general description of research by explaining the background of the study, problem formulation, research contributions, and systematics of writing.

CHAPTER II: LITERATURE REVIEW

This chapter incorporates the review of previous studies which can give the in-depth research information and can relate to specified theories. Thus, it includes, literature review, basic theory, research model, and hypothesis development.

CHAPTER III: RESEARCH METHOD

The third chapter of this study discusses the method of conducting the research by including the explanation of variables used, population and sample determination, data collection and analysis methods (statistical tools used to analyze the data).

CHAPTER IV: DATA ANALYSIS AND DISCUSSIONS

This chapter explains the result of processing and data analysis whether it fulfills or proves the hypotheses along with further discussion of the statistical analysis result.

CHAPTER V: CONCLUSIONS AND RECOMMENDATIONS

Finally, the last chapter of this research answers the problem formulation and research objectives and summarizes the research contents into conclusion section. It will also contain recommendations and suggestions for future studies.

CHAPTER II
LITERATURE REVIEW

2.1 Literature Review

2.1.1 Definition of Tax

According to article 1 no.16 of 2009 concerning to KUP (Ketentuan Umum Perpajakan) "Tax is a mandatory contribution to the state owned by individuals or entities that are formed based on the Act, with no direct compensation and is used for state purposes for the magnitude of people's prosperity ". Tax is the biggest source of state revenue so that various ways to succeed revenue from the tax sector are carried out by the government. Discussing taxation is inseparable from the notion of the tax itself, according to Prof. Mardiasmo cited in Purba (2016). stated that;

> "Taxes are people's contributions to the State treasury based on the Act (which can be forced) by not getting lead services (contra-Achievement) that can be directly shown and are used to pay public expenses."

The tax has two main functions, the budget function that used to finance all routine expenditure and state development, the regular function used to regulate government policies in the social and economic fields Parmono (2016). Paying taxes is not only an obligation but also the right and obligation for every citizen to participate through state financing to increase the country's prosperity.

2.1.2 Donation Taxpayer

Law no. 28 of 2007 stated that "taxpayer is a person or entity, include taxpayers, tax-cutters and tax collectors who have taxation rights and obligations following provisions of tax legislation. Person Personal is a Tax Subject who resides or located in Indonesia or outside Indonesia. Also according to this law no.28 of 2007, concerning General Provisions and The Tax Procedure states that:

"Entity is a group of people or capital that is a unit, both those that do business or who do not do business which includes limited liability companies, limited liability companies, other companies, State-Owned Enterprises or Regional-Owned Enterprises with any name and form, firm, joint venture cooperatives, pension funds, associations, associations, foundations, mass organizations, social-political organizations or other organizations, institutions and other forms of bodies including collective investment contracts and permanent establishments. "

2.1.3 Understanding of Tax Income

According to Soebakir cited in Parmono (2016) definition of taxable income as a tax that levied on the tax subject on income received, or earned in a tax year. Moreover, Herryanto and Arianto (2016) in his journal stated that Income tax (PPh) is a tax that charged on the income of individuals, companies or other legal entities on income received or obtained during the tax year. Income tax classified as a type

of direct tax whose tax burden must be borne by the taxpayer himself and cannot be transferred to another person.

2.1.4 Understanding of Tax Compliance

Taxation conditions that require mandatory active participation tax in carrying out its taxation require high taxpayer compliance, namely compliance in compliance tax obligations following the truth. Obedience fulfilling the tax obligations voluntarily (voluntary of compliance) is the backbone of the self-assessment system, where the taxpayer is responsible for setting his tax obligations then accurately and timely in pay and report taxes. Definition of Mandatory compliance Tax according to Safri Nurmantu, quoted by Utami (2018) states that:

"Tax compliance can be defined as circumstances where the taxpayer

fulfils all obligations taxation and carry out taxation rights ".

Understanding Taxpayer compliance according to Chaizi Nasucha quoted by Utami (2018), states that taxpayer compliance can be defined from:

1) Taxpayer's obligation to register.

2) Compliance for returning a notification letter.

3) Compliance with the calculation and payment of tax payable.

4) Compliance with payment in arrears.

Meanwhile according to Minister of finance decree no. 544/KMK.04/2000 states that: "Tax compliance is an act of taxpayers in fulfilling their tax obligations by statutory provisions and tax implementation regulations that apply in a country".

2.1.5 Understanding of Tax Socialization

According to Dewi (2018) "socialization is a program carried out by the Directorate General of Taxation to increase public understanding and knowledge". In addition, by conducting tax socialization, it is expected that taxpayers will know, understand and realize the importance of taxes for development. Lack of socialization might have an impact on the low knowledge of the public about taxes, which causes low awareness of the public to report and pay taxes, which in turn might cause a low level of taxpayer revenue Dewi (2018). Tax socialization has the function of increasing taxpayer knowledge, especially individual taxpayers. Thus, it has become the responsibility of the tax officer to carry out tax dissemination. Moreover, according to Dewi (2018) about the definition of taxation knowledge, she stated, "Taxation Knowledge is the condition of taxpayers in having knowledge of general provisions and procedures for taxation, taxation systems and tax functions". Knowledge of tax regulations will affect the attitude of taxpayers towards tax obligations. Knowledge of taxation has an important role in increasing tax compliance. When the taxpayer knows of the tax function, the taxpayer will know the importance of paying taxes, to increase taxpayer compliance. If the taxpayer compliance level is high, of course, state revenue from the tax sector will continue to increase.

Moreover, according to *Surat Edaran Dirjen Pajak* No. SE98/PJ./2011 stated the socialization activities for registered taxpayers aim to maintain the commitment of taxpayers to continue to comply. Tax dissemination activities can be carried out in the following two ways.

1. Direct socialization

   Socialization is taxation socialization activity by interacting directly with taxpayers or prospective taxpayers. Forms of direct socialization that have been held include Early Tax Education, Tax Goes To School / Tax Goes To Campus, taxation competitions (Smart Meticulous, Debate, Speech Taxation, Articles), discussion/tax gathering, tax classes/tax clinics, seminars/discussions/ lecture, and workshop / technical guidance.

2. Indirect socialization

Socialization is a tax socialization activity to the community with little or no interaction with participants. Examples of indirect socialization activities include socialization through radio/television, distribution of books/booklets/ tax leaflets. Forms of indirect socialization can be distinguished in several ways, depend on how the information delivered. Electronic media can be in the form of TV talk shows, built-in programs, and radio talk shows. Whereas with print media (newspapers/magazines/tabloids/books) can be in the form of advertorial (booklet/leaflet taxation), QnA, tax article writing, and publication of magazines/books/ props (including tax comics). Also, activities such as the creation of public service advertisements, installation of banners/banners/ billboards and the like, dissemination of short messages, sympathetic actions taking to the streets, a

tax / mobile corner, and tax consultations are important activities to be carried out but not classified as tax socialization activities

2.1.6 Understanding of Tax Appeal Letter

According to article no.1 regulation of Director-General of Tax no. PER-170/PJ/2007 concerning Procedures for Counseling of Taxpayers as a Follow-up to Appeal Letter states that appeal letters are letters issued by the Tax Service Office based on the results of internal research to request clarification from taxpayers against there are allegations that tax obligations have not been met in accordance with the provisions of tax legislation. Before regulation of Director-General of Tax no. PER-170/PJ/2007 is deleted, data clarification is carried out by the Supervision and Consultation Section through the Account Representative (AR), by sending a letter of appeal, then counselling and finally the case is declared over with rectification by the taxpayer, verification, as well as the proposed examination or proposed preliminary proof examination in accordance with the provisions of the applicable tax legislation.

2.1.7 Understanding of Tax Examination

Examining taxpayers is one of the roles and tasks of the tax authorities in the implementation of a self-assessment collection system in Indonesia. Definition of inspection according to article 1 paragraph 25 law.no 28 of 2007 is a series of activities to collect and process data, information, and / or evidence carried out objectively and professionally based on an inspection standard to test compliance with tax obligations and/or for other purposes in the context of implementing the

provisions of tax legislation. Minister of finance decree no. 199/PMK.03/2007 stated that, "The scope of the audit to test compliance with taxation obligations can include one, several, or all types of tax, both for one or several tax periods, part of the tax year, or tax year in the past years as well as the current year". In artivel 29 parahraph 1 Law.no 28 of 2007   it is stated that the Director-General of Taxation has the authority to conduct audits to examine compliance with taxpayers' tax obligations and for other purposes in the context of implementing the provisions of tax legislation.

2.2 Theoretical Framework

2.2.1 Theory of Social Learning

The theory of social learning stated that people could learn by direct observation and experience cited in Adiatma, Handayani, & Hidayat (2015). The process in social learning to determine the effect of a model on an individual includes:

1. The process of attention; namely the process of individuals who recognize and devote attention to a model.

2. The detention process; the individual process of remembering a model action after the model is no longer available.

3. The process of motor reproduction; namely the process of individuals turning observations into actions.

4. Affirmation process; the individual process displays exemplary behavior if positive or negative incentives are available.

This theory is relevant to explain the behavior of taxpayers in fulfilling their tax obligations. This theory adopted to explain that taxpayers would be obedient in paying and reporting the tax due if through observation and direct experience, the tax paid used to assist development in the region. Taxpayers if they have a good understanding of taxpayers will behave obediently in carrying out their tax obligations regarding applicable tax regulations, the tax authorities can provide good and appropriate service quality to taxpayers, and the existence of strict tax penalties and sanctions by the Directorate General Tax. Tax on time if he is in immediate observation and experience; the tax levy has contributed to the opposition in the area. Then the person decides to do it or not. Taxpayers who are tax-conscious will trust the importance of paying taxes to help organize the state's development (behavioral beliefs).

2.2.2 Theory of Attribution

The attribution principle demonstrated that in enforcing taxpayer legislation, internal parties and external parties play an active role. Behaviors included in the internal are the ability and willingness to think ahead, so that people can explicitly follow mandatory enforcement and in the future even receive benefits or reciprocity. External parties can also set an example, promote, or help internal parties in order to achieve a common tax compliance objective

Attribution theory explains a mechanism that happens in an individual so that Firtz Heider can explain other people's problems or actions in cited in Gunarso, (2016).
. The actions of an individual may influenced by internal causality and external causality. Internal attribution is a description of the causes of the actions of someone

who comes from within an individual. While external attribution is an explanation of the causes of someone's behavior that comes from outside / one's environment. Determination of internal and external causality according to the theory of Harold Kelly in Gunarso, (2016) depends on three main factors, namely;

- Consensus

  Consensus is the comparison of one person's behavior to another when confronted with the same situation. If the behavior of a person is the same as that of another person when confronted with the same situation, it can be said that the behavior has a high degree of agreement or in another words means the behavior triggered by external causality. Strong consensus means that behavior caused by external causality. Nevertheless, if the behavior of an individual is different from that of others when confronted with the same situation, it can be said that the behavior has a low degree of agreement, which means that the behavior is triggered by internal causality.

- Consistency

  Consistency is the consistency of one's actions to the same condition at different times. If someone behaves same in the past in the same situation, then it can be said to be consistently high, which implies that the behavior is included in the external causality, but if the perpetrator does not behave the same in the past in the same situation, then it can be said that low consistency means that the behavior is competent. It is included in internal causality.

- Uniqueness

Uniqueness is the consistency or similarity of the actions of an individual in dealing with different circumstances. If someone behaves the same in dealing with different scenarios, this can be said the behavior has low uniqueness, which means that behavior is included in internal causality, but if someone behaves differently in dealing with different circumstances, it can be said to be a high uniqueness, which implies that behavior is included in internal causality.

The mechanism of attribution becomes very important in order to explain taxpayer behaviour in relation to tax collection. The behaviour of an individual can be analysed based on agreement, continuity and uniqueness. Tax enforcement caused by external causality arising from the outside / taxpayer system itself, such as the presence of billing actions by the Direktorat Jendral Paja (DJP) to taxpayers in order to encourage taxpayers to pay tax arrears immediately before the due date.

2.3 Previous Research

There are several researches, which discuss about the effect of tax revenue. However, the researcher has found that there are only small numbers of research, which specifically studied about the relationship between tax revenue with the Socialization, Tax Appeal Letter and Tax Examination as the independent variables. Purba, (2016) specifically studied the relationship between the effect of tax socialization towards tax compliance, as well as Purba, Wardani and Wati (2018) also conducted research about the effect of socialization by using tax

knowledge as intervening variable to determine socialization effect on taxpayer compliance. Warouw, Sondakh, and Walandouw conduct research about the socialization effect in order to influence taxpayer compliance to fulfill their tax obligation in 2015.

Research about the effect of the tax examination toward the government tax revenue that conducted by Herryanto and Toly (2016) at KPP Surabaya. In addition, other research about tax examination conducted by Layuk and Alloayuk (2017) Jayapura, to determine the effect of tax examination in KPP Jayapura. Setia (2015) explained effect of tax examination frequencies on the tax compliance and Utami (2018) also conduct research about tax examination in another region which is, KPP North Manado. In addition, the last previous research about the tax examination that become the benchmark on this reasearch are conduct by Gunarso (2016) in KPP Kepajen Malang. Furthermore, previous research that become benchmark and supported this research in conducted by Adiatma, Handayani, Hidayat (2015). Their research is about tax appeal letter effect to the taxpayer revenue. Parmono (2016) tried to analyze the effectiveness of tax appeal letter to the taxpayer compliance with government tax revenue.

Table 1. 1 Previous Research

	Name and Year	Variable	Result
1.	(Wadani & Wati, 2018)	Tax socialization, tax compliance, knowledge.	1. Tax socialization has a positive effect on tax knowledge. 2. Knowledge of taxation has a positive effect on taxpayer compliance.

			3. Tax socialization has a positive effect on taxpayer compliance. 4. Tax socialization has a positive effect on taxpayer compliance through tax knowledge.
2.	(Parnomo, 2015)	Tax appeal letter, SP2DK, tax revenue.	1. The contribution of the tax appeal letter or SP2DK to the tax revenue in KPP Manado based on contribution classification criteria graded as very low. 2. The result of the calculation of the 2013-2015 tax appeal letter or SP2DK issued by KPP Manado based on the classification of efficiency measurement are ineffective.
3.	(Gunarso, 2016)	Tax examination, tax sanction, taxpayer obligation.	1. Tax examination positive and significant effect on taxpayer compliance. 2. Tax sanctions positive and significant effect on taxpayer compliance.
4.	(Adiatma, et.al., 2015)	Education, socialization, tax appeal letter, taxpayer obligation, tax income.	4. The result in testing hypothesis show that Reprimand Latter(x1) has not effect on Tax Compliance at KPP Pratama Yogyakarta. 5. The result in testing hypothesis show that Force Latter (x2) has not effect on Tax Compliance at KPP Pratama Yogyakarta 6. The result in testing hypothesis show that Confiscation Latter(x3) has effect on tax compliance at KPP Pratama Yogyakarta
5.	(Warouw, et.al., 2015)	Tax socialization, tax penalty, reporting compliance, corporate annual tax return.	1. Taxation has a significant effect on the Compliance of Annual Taxpayer Reports for Corporate Taxpayers in Manado and Bitung KPP Pratama.

			2. Tax information dissemination does not have a significant influence on the Annual Taxpayer Reporting Compliance for Corporate Taxpayers in Manado and Bitung KPP
6.	(Herryanto & Toly, 2016)	Taxpayer awareness, tax socialization, tax examination	1. Tax socialization has no significant effect on income tax receipts at Surabaya Sawahan KPP 2. Partial tax audits have a significant effect on income tax receipts at Surabaya Sawahan KPP.
7.	(Utami,2018)	Tax compliance, tax examination, and tax revenue.	1. Compliance taxpayers affect tax revenue. This shows that the higher the taxpayer compliance, then tax revenue will also be high. Tax audits affect tax revenue. This shows that more and more tax auditors are doing inspection then the tax revenue will increase
8.	(Purba, 2016)	Tax socialization, tax understanding, personal tax compliance, and viscus service.	1. Tax information dissemination has a significant effect on the compliance of individual taxpayers at the KPP Jakarta Kembangan 2. Understanding Taxation has a significant effect on the Compliance of Individual Taxpayers at the KPP Jakarta Kembangan 3. Fiscus Services does not strengthen the influence of Taxation Understanding on Personal Taxpayer Compliance at the KPP Jakarta Kembangan

9.	(Layuk & Alloayuk, 2017)	Tax examination, tax collection, and tax revenue	1. Tax audit has a positive and significant effect on tax revenue in KPP Jayapura. 2. Tax collection has a positively and significant impact on tax revenue. 3. Tax Examination and Tax Collection together have a positive and significant effect on tax revenue
10.	(Setia, 2015)	Frequency, tax examination, quality of tax examination, and tax compliance.	1. Frequency of tax audits on the level of taxpayer compliance has a positive effect

Based on the weaknesses, suggestions, and summaries from the previous studies, this study will focus on the inconsistent variables and on suggestions given by the previous researchers: tax socialization, tax appeal letter and the tax examination found as the inconsistent variables, which will be analyze in this research. Moreover, the researcher has found that there has not been any research, which studies about the relationship of kind tax stimulus such as socialization, tax appeal letter, and tax examination specifically to tax revenue.

2.4 Hypothesis

The relationship of tax socialization to tax compliance and tax revenue

Purba (2016) stated, taxation socialization is giving insight and coaching to taxpayers to know about all things about taxation, in addition there are a positive influence between taxation socialization on individual taxpayer compliance. The Directorate General of Tax always tries to optimize its services so that taxpayers always carry out their obligations. One way to optimize the service is to socialize

the importance of paying taxes that expected to increase revenue by influenced taxpayers to fulfil their tax obligations, and

The conclusion of the previous research is in accordance with the theory social learning that explain the human behavior emerged as a result of observation and experience. Moreover, other theory that is attribution theory explained that taxpayer behavior is influenced by two factor, internal factor and external factor. Here, socialization conducted by KPP Tasikmalaya categorized as the external factors that influenced taxpayer behavior.

H1: Tax socialization has a significant effect on tax revenue

The relationship of tax appeal letter to tax compliance and tax revenue

Adiatma, Handayani, Hidayat (2015) analysis of factors affecting taxpayers in responding Appeal Letter on Compliance with Submission of Annual Letter of Appeal Letter (Study at *Kantor Pratama Pajak*). The conclusion of the study states that the taxpayer's response to the Annual Tax Return appeal letter issued has a significant effect on tax revenue with the submission of the annual Tax Return appeal letter at the *Kantor Pajak Pratama*. Moreover, the more frequent appeals made by tax officials by sending appeals directly to taxpayers, the level of taxpayer revenue increased and had a significant impact, Adiatma (2015)

Attribution Theory argued that someone's behavior is determined by a combination of internal forces (internal forces) are factors that arise from within an individual, such as skill, experience or effort, and external forces (external forces),

mainly factors that arise from outside, such as job or fortune, opportunity and environment. External factor in this research is a tax appeal letter.

H2: Tax appeal letter has a significant effect on tax revenue

The relationship of tax examination letter to tax compliance and tax revenue

Utami (2016) stated term inspection is looking for information or evidence carried out by the examining team to the taxpayer, according to the rules or inspection standards to aim to test the compliance of taxpayer obligations for other purposes. In addition, it is supported by another study from Gunarso (2016) quotes from Ghosh and Crain that which proves that the higher the audit the lower level of tax arrears and influenced increasing tax revenue.

Attribution Theory argued that someone's behavior is determined by a combination of internal forces (internal forces) are factors that arise from within an individual, such as skill, experience or effort, and external forces (external forces), mainly factors that arise from outside, such as job or fortune, opportunity and environment. External factor in this research is a tax appeal letter. Based on the description above, a hypothesis is prepared:

H3: Tax examination has a significant effect on tax revenue

2.4.1 Critical Framework

Based on a theoretical study and reinforced by previous research it is suspected that the variable Independent such as Tax Socialization, Appeal Letter, and Tax examination influenced the Dependent variable, Tax Revenue. Thus, the research framework are formulated as follows:

Figure 2. 1 The relationship between the dependent and independent variable
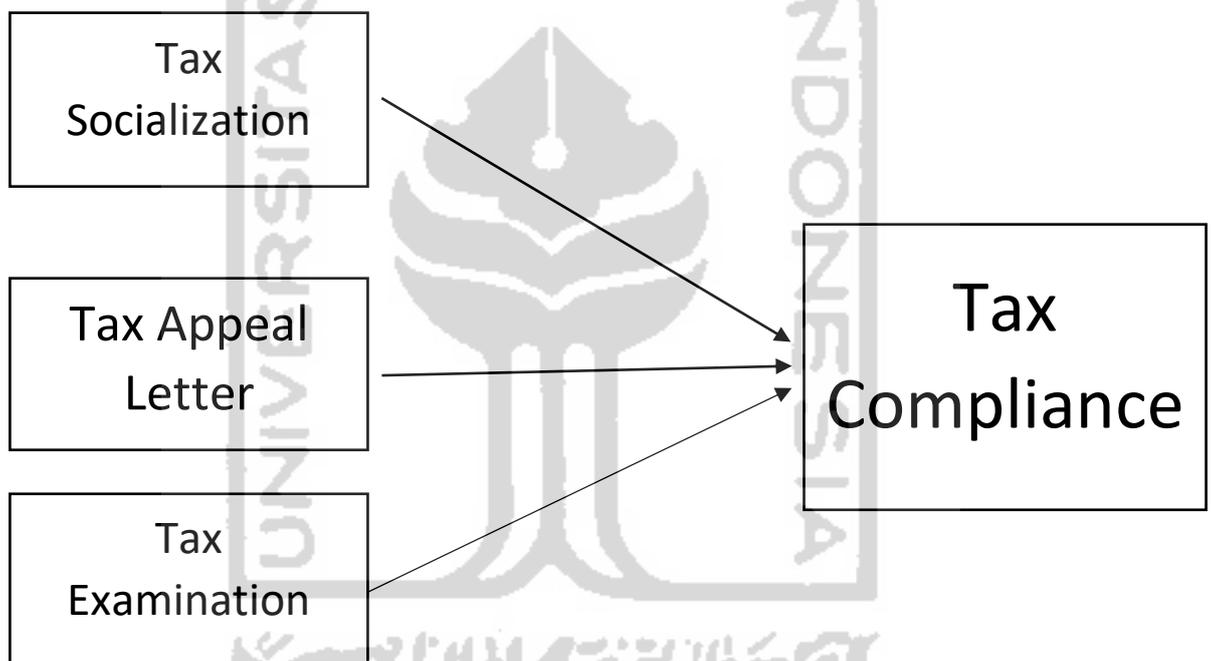
CHAPTER III

RESEARCH METHOD

3.1 Type of Study

This research uses a quantitative approach by using data in the form of figures obtained from the KPP Pratama Tasikmalaya. The data used are data per month from 2014 to 2018. From the results of this study will analyzed whether there is an influence of independent variables including Socialization, Tax Appeal, Tax Examination, on the dependent variable tax revenue. The measurement scale used in this study is data with a ratio scale. The data source used comes from internal sources and the type of data is secondary data. The internal source referred to KPP Tasikmalaya.

3.2 Population and sample

This research conducted at the KPP Tasikmalaya, Jl Sutisna Senjaya 29-31 Tasikmalaya. . This study chose the KPP Tasikmalaya as a place of research because the KPP's working area includes the central business district or businesses run by personal people. The population in this study are all taxpayers registered in Tasikmalaya Primary Tax Office. In addition this study uses a purposive sampling technique (Sugiyono, 2018). Purposive sampling method is used by considering specific characteristics established by the researcher and all samples taken as a part of this research having several criteria, including:

1. Taxpayers registered with the Tasikmalaya tax office

2. Taxpayers who have received tax appeal letters

3. Taxpayers who have participated in tax socialization

4. Taxpayers who have ever been examined related to their tax obligations

This research used secondary data taken from Kantor Pajak Pratama Kota Tasikmalaya for the year 2013-2018, presented behavior of Taxpayer in Tasikmalaya. The data taken from KPP Tasikmalaya. The data is in the form of documents containing monthly performance reports of several department in the KPP Tasikmalaya, including; the inspection department, the community service department, and the potential assessment department of the KPP Tasimalaya. The documents include documents containing the issuance of an appeal letter that issued, the frequency of socialization carried out, as well as the total frequency of tax audits conducted every month starting from January 2014 to December 2018

3.3 Data Collection Method

To collect data in this research, there are a few techniques used

1. Library Research

    Library research is performed to obtain theories relevant to the research. This research carried out by reading and studying books, scientific journals, laws and other sources related to research material

2. Documentary data

    The data used in this research are documentary data in the form of time series data relating to tax collection acts such as tax socialization, tax appeal letter, and tax examination conducted by KPP Pratama Tasikmalaya.

3. Interview

Interviews conducted in this study are used to clarify the data obtained. Some interviews were conducted with employees from the KPP Pratama Tasikmalaya to clarify research data related to the billing actions carried out

3.4 Research Variable and Operational Definition

In this research the dependent variables used is tax revenue, while the independent variables used are socialization, tax appeal letter and tax examination.

3.4.1 Independent Variable

The independent variables in this case are socialization, tax appeal letter and tax examination.

1. **Socialization**

Tax socialization is an effort of the Director General of Taxes (DJP) in particular the tax service office to provide understanding, information, and guidance to the public regarding everything related to taxation.

2. **Tax appeal letter**

The Appeal Letter is a form of follow-up of tax service office (KPP) attention to fulfilling the Taxpayer's rights and obligations. This appears as a logical consequence of the application of the self-assessment system in Indonesia taxation mechanism. By using this system, taxpayers are given full trust to calculate and calculate their own tax obligations in accordance with applicable regulations and then report and account for them using *surat pemberitahuan tahunan (SPT).*

3.   Tax examination

A series of activities to collect and process data, information and evidence carried out objectively and professionally based on inspection standards to test compliance with taxation obligations.

3.4.2 Dependent Variable

This research uses tax revenue as the dependent variable. Tax revenue are taxpayers who fail to pay taxes on time. In this study tax revenue, can be measured by the total amount of revenue in nominal rupiah.

3.5 Data Analysis Method

Analysis of the data is conducted after the data is processed. The data analytics method is an effort to get answers to the research questions. Research data used here in analysis is using an application number management program which is EVIEWS 10.There are several testing that conducted by using Eviews software such as; descriptive statistics, classic assumption test, multi-regression, coefficient determination test, and hypothesis testing for the methods of data analysis testing. However, the population and sample data of this study are taken from the Tasikmalaya Tax Services Office's annual report (KPP Tasikmalaya), such as the socialization operations, the letter of tax appeal and the tax examination conducted by KPP Tasikmalaya, and lastly, the total amount of tax revenue at KPP Tasikmalaya.

3.5.1 Descriptive Statistic

This research will conduct a simple statistical descriptive, which includes the number of samples, maximum value, minimum value, mean, and standard deviation. Mean measures the central tendency of the data or its average. Meanwhile, standard deviation measures how the spread out of the data. In addition, the population and sample data of this research is sourced from the annual report of several department in Tasikmalaya Tax Office (KPP Tasikmalaya), such as the number of socialization that conducted by Tasikmalay tax office in every single month, then the data of tax appeal letter that published and also the total amount of potential income tax, and the last is data of tax inspection that conducted by Tasikmalaya Tax Office and also the total amount of potential income tax.

3.5.2 Classic Assumption Test

This test intended to determine whether in the model under study there is a classic assumption problem or not. The classic classic assumption test in this study consists of a normality test, a multicollinity test, an autocorrelation test and a heteroscedasticity test.

3.5.2.1 Normality test

Normality test performed to determine whether the data in the resulting regression equation is normal or abnormal.

3.5.2.2 Multicollinearity Test

The multicollinearity test aims to test whether there is a high correlation between the independent variables in a multiple linear regression model. If there is a high correlation between the independent variables, then the relationship between the independent variables and the dependent variable is disturbed.

3.5.2.3 Autocorrelation test

The autocorrelation test aims to test whether in the regression model there is an unequal variance of the residuals of the same observations with other observations. If the variance is constant it called homoscedasticity and if it is different then there is a problem heteroscedasticities.

3.5.2.4 Heteroscedasticity test

Heteroscedasticity test aims to test whether the linear regression model has a correlation between the error of the intruder in period t and the error of the intruder in the previous period (t-1).

3.5.3. Multilinear Regression

This study will be analyses by using multilinear regression. Regression analysis is a method of analyzing research hypotheses to test whether there is influence between one variable and another in the form of mathematical equations. This analysis serves to find the effect of two or more independent variables (X) on the dependent variable (Y). Thus, the multilinear regression equation would be:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

Where:

Y	= Tax Revenue
X1	= Socialization
X2	= Tax Appeal Letter
X3	= Tax Examination
α	= Constanta
e	= error

3.5.3.1 T Test

The t test is used to test whether there is any significant or not the effect of each independent variable on the variable the dependent were tested at significance $\alpha = 0.005$ (5%) with assume other independent variables are constant. This test compare between t arithmetic with t table with using the hypothesis Ho: bi ≠ b and

Ha: bi = b. If t count greater than t table, then Ho is rejected and Ha is accepted concluded the dependent variable affects the variable independent.

3.5.3.2 F Test

This F test is used to test the effect of all variables which is intended in the independent regression model together against the dependent variable that is tested at the level significance of 0.05 (5%). If the F statistic is greater than the critical value at the required level of significance, we reject the null hypothesis. If the F statistic less than the critical value at the required level of significance, we cannot reject the null hypothesis.

3.5.3.3 Determination Analysis (R2)

This test used to determine the level of closeness of the relationship between the independent variable and the dependent variable indicated by the magnitude of R2. The higher the value of R2 it has meaning that the regression model used is getting better, because most of the variances of independent variables can explain variance of the dependent variable. In this case the writer wants to see how much influence the independent variable has on the dependent variable.

CHAPTER IV

DATA ANALYSIS AND DISCUSSIONS

4.1 Statistic Descriptive

Descriptive analysis will analyze the factor which affects tax revenue in the City of Tasikmalaya. The data used in this study are secondary data obtained from the Tasikmalaya Tax Office (KPP Tasikmalaya). According to previous research by herryanto (2016) is KPP Sawahan Surabaya, Descriptive analysis will provide a description or description of a data that is seen from the average value (mean), standard deviation, maximum and minimum of each variable.

Table 4. 1 Statistic Descriptive

	Socialization	Tax Appeal Letter Letter	Tax Examination	Tax Revenue
Mean	18.91230	20.42159	18.9356	24.66274
Median	19.07326	21.11693	19.67998	24.62454
Maximum	24.02746	24.67093	21.32506	25.67328
Minimum	11,51293	13.33814	11.91839	23.83130
Std. Dev.	2.984654	3.463465	2.151430	0.427139

According to table above then the following conclusions can be given:

a) The minimum value of socialization is 11.51293 which occurred in 2014 while the maximum value of 24.02746 occurred in 2018. The average value of socialization was 18.91230 with a standard deviation of 3.0164. The average

value of socialization which is greater than the standard deviation indicates that the data socialization is homogeneous.

b) The minimum value of the tax appeal letter is 13.33814 which occurred in 2014 while the maximum value of 25.67093 occurred in 2018. The average value of tax appeal was 20.62938 with a standard deviation of 3.506958. The average value of tax appeal which is greater than the standard deviation indicates that the data tax appeal is homogeneous.

c) The minimum value of tax examination is 11,91839 which occurred in 2014 while the maximum value of 22.78102 occurred in 2018. The average value of tax examination was 18,97033 with a standard deviation of 2.039248. The average value of tax examination which is greater than the standard deviation indicates that the data tax examination is homogeneous.

4.2 Classic Assumption Test

This test intended to determine whether in the model under study there is a classic assumption problem. The classic assumption test in this study consists of tests of normality, multicollinearity, Autocorrelation tests and heteroscedasticity tests.

4.2.1 Normality test

Normality test performed to determine whether the data in the resulting regression equation is normal or abnormal.

Table 4. 2 Normality test

Series	Sample	Observation	Probability
Residuals	60	60	**0.073397**

Normality test used to test whether the standardized residual value in the regression model is normally distributed or not. In this approach, residual values are normally distributed if the Jarque-Bera probability value > 0.05. Based on the display of the normality test results besides this it can be seen that the Jarque-Bera probability value $= 0.073397 > 0.05$. According to the table, the value of Jarque-Bera is higher than the significant, so it concluded that the data in this study are normally distributed and fulfil normality assumptions, residual values are normally distributed, and regression analysis is feasible to use.

4.2.2 Multicollinearity Test

The multicollinearity test conducted to test whether there is a relationship between the independent variables in a similar model, a multilinear regression. Regression models is good if there is no relationship between independent variables. If there is a high correlation between the independent variables, then the relationship between the independent variables and the dependent variable is disturbed. To find out whether or not multicollinearity can be seen from the

"Uncrentered VIF" table. Multicollinearity can occur if the value of "Uncentered VIF" <0.10 or VIF value> 10. The following results from the multicolinearity test:

Table 4. 3 Multicolliniarity Test

Variable	Coefficient Variance	Uncentered VIF	Centered VIF
Socialization	1.69E-22	1.178792	**1.041047**
Tax Appeal Letter	1.58E-23	1.609642	**1.030942**
Tax Examination	2.46E-21	1.293113	**1.010089**

Based on the results above, show that the Centered VIF value of both socializatoin, tax appeal letter and tax examinaiton is around 1.0-1.6 where the value is less than 10. This shows that the regression model proposed in the study does not contain symptoms of multicollinearity between independent variables.

4.2.3 Heteroscedasticity test

Heteroscedasticity test performed to find out whether in the regression model there is an inequality of variance from one observation to another savings. If the variant fixed it called homokedasticity, which means the regression model is good. Heteroscedasticity test performed using the Breausch-Pagan-Godfrey method. The basis for making decisions using the Breausch-Pagan-Godfrey method can be done by looking at the P-value Obs * R-Squared. If the value of 0.05, it can be concluded that the regression model does not occur heteroscedasticity, but if the value of Obs-R-Squared P-value is smaller than 0.05, it can be concluded that in

the regression model heteroscedaticity occurs. Following are the results of the heteroscedaticity test with the Breausch-Pagan-Godfrey method:

Table 4. 4 Heteroscedasticity Test

F - Statistic	Obs* R-squared	Scaled explained SS	Prob. F (3,56)	Prob. Chi-square (3)	Prob. Chi-square (3)
1.604884	4.750258	5.703268	0.1985	**0.1910**	0.1270

According to table of Heteroscedasticity above, the acquisition value of P-value Obs * R-Squared is 0.1910 or this value higher than significant value, it means that there is no problem found in heteroscedasticity, this is because the P-value Obs * R-Squared = 0.1910 > 0.05, this proves that there is no problem in heteroscedasticity.

4.2.4 Autocorrelation test

Autocorrelation test performed to determine whether in the linear regression model equation there is a correlation between the period t with the previous period (t-1). Regression model stated to be good if autocorrelation does not occur. In this research to find out the autocorrelation, researcher used Breusch-Godfrey Serial Correlation LM Test by using Eview10. By using this method, if the Prob. Chi-square is higher that the significant value (0.05 or 5%) it means that the data is free from autocorrelation.

Table 4. 5 Autocorrelation Test

F- Statistic	Obs* R- squared	Prob. F(2.9)	Prob. Chi- Square (2)
1.512830	3.183473	0.2295	**0.2036**

According to the table above, we can conclude that the Prob. Chi-square on this research are 0.2036 or higher that significant value (0.05 or 5%), means that data on this research there have no problem with the autocorrelation.

4.3 Multilinear Regression Analysist

Multilinear Regression used to determine the effect of independent variables (Socialization, Tax Appeal Letter, and Tax Examination) on Dependent variables (Tax Revenue). Following are the results of the Multilinear Regression test by using Eviews10:

Table 4. 6 Multilinear Regression

R-squared	Adjusted R- squared
0.331734	0.280329

According to the table analysis above, the results of data processing showed that the coefficient of determination (Adj. R2) was 0.331734 (33.17%). This illustrates that the independent variables together are able to provide an explanation of the dependent variable by 33.17%. Than the other 66.8266% is explained by other variables not included in the model or explained in terms of error (e)

4.3.1   T-Test Analysis

T-test analysis is used to test each independent variable (X1, X2, and X3) to the dependent variable (Y). In testing using t-test analysis, the value of Prob. T-statistics will be compared with significant value. The value of significant here is used 0.05 or 5%, meaning that H0 will be accepted if the P-value is greater than the level of significance (α) or 5%. In other word, when P-value greater that the significant (α) then there is no significant effect between the independent variables on the dependent variable. The direction variable will have determined by coefficient if the value is positive, so the direction also positive and vice versa.

Table 4. 7 T Test

Variable	Coefficient	Std. Error	t- statistic	Prob.
Socialization	-0.018977	0.706525	32.04931	0.3178
Tax Appeal Letter	0.061271	0.016198	-1.011986	0.0005
Tax Examination	0.059333	0.026082	.2.274837	0.0285

According to the table of analysis above by using Eviews10, we can conclude that:

a. On the table above, it shows that socialization has probabilities on t-statistic in 0.3178, or this number are greater than the significant value (0.05). X1 = P-valued > α means that H0 is accepted and Ha is Rejected or in other word means that socialization have insignificant effect to the tax revenue in KPP Tasikmalaya.

b. On the table above, it shows that tax appeal letter has probabilities on t-statistic in 0,0005, or this number are lowerthan the significant value (0.X2= P-valued < α means that H0 is rejected and Ha is Accepted on in other word means that Tax Appeal Letter has significant effect to the tax revenue on the region of KPP Tasikmalya.

c. On the table above, it shows that tax examiination has probabilities on t-statistic in 0.0285 or this number are lower than the significant value. (X3)= P-valued < α means that H0 is rejected and Ha is Accepted on in other word means that Tax Examination has significant effect on the tax revenue in KPP Tasikmalaya.

4.3.2 F Test Analysis

This F test is used to test the effect of all variables which is intended in the independent regression model together against the dependent variable that is tested at the level significance of 0.05 (5%).

Table 4. 8 F Test

F-statistic	6.453327
Prob(F-Statistic)	0.001182

According to the table of Analysis, using Eviews10 above, we has value of F-statistic in 6.453327 and the Prob. (F-statistic) in 0.001182. In F-test analysis we will focused to compare the Prob(F-statistic) with the α or the significance level.

Based on the table is shows that Prob(F-statistic) 0.001181 is < Than α or the significance level. Means that socialization, tax appeal leter and tax examination simultaneously has significant effect on the tax revenue.

4.3.3 Determination Analysis (R2)

Determination Analysis Test is a test to find out how much influence all independent variables have on the dependent variable.

Table 4. 9 Determination Analysis (R2)

R- squared	0.331734
Adjusted R-squared	0.280329

According to the table above, we have the value of the R-Square (R2) 0.331734 or +/- 33.17%. This number means that the variation of all independent variables (Socialization, Tax Appeal Letter, and Tax Examination) can affect the dependent variable (Tax Revenue) by 33.17% (0.331734). While the remaining 66.82% (0.668266) is influenced by other variables outside the study.

4.3.4. Discussion

This section will be explaining the results with a comparison of the outcome of research along the hypotheses and the related definition and the outcome of previous research. From the test result, the researcher summarizes the analysis from the table. Table below shows it:

Table 4. 10 Hypothesis Table

Hypothesis	Independent Variable	Coefficient Regression	Prob. T-Statistic	Information
H1	Socialization	-0.018977	0.31178	Not Supported
H2	Tax Appeal Letter	0.061271	0,0005	Supported
H3	Tax Examination	0.059333	0.0285	Supported

- The effect Socialization to tax revenue

The result of testing on the effect of socialization into the tax revenue in KPP Tasikmalaya, shows that socialization has not effect on the tax revenue. Based on the data, testing that conducted to this variable by using multilinear regression shows that socialization has value in Prob. T-statistic means that this number are higher than the significant value (0,05).

This number indicated that the number of socialization that conducted by KPP Tasikmalaya does not have an effect. Based on social learning theory it stated that the socialization activities carried out by KPP Tasikmalaya are less than optimal and have not succeeded in meeting their targets. The effect of this socialization was because most taxpayers participated in the tax socialization activities only as a necessity because they were forced, but still did not carry out their obligations obediently. This result of research also supported by Herryanto and Toly (2016) in KPP Sawahan Surabaya, that also analyzed the effect of socialization to the tax

revenue in Surabaya that has a not significant result same with the result in KPP Tasikmalaya. It could happened because in socialization, the effect stimulus to fulfill the tax obligation still low, and not changed the mindset several taxpayer in Tasikmalaya.

Furthermore, another research that conducted by Purba in 2016 also have shown not significant. As well as research that conducted by Warouw, Sondakh, and Walandouw in 2015, also have not significant impact of socialization towards tax revenue. In addition, different result shown in Wardani and Wati research in 2018. Their research have significant result on the effect of socialization towards the tax revenue. The different result of the research might be happened because time and place that previous researchers taken will affect the result.

- The effect Tax Appeal Letter to tax revenue

The result of testing shows that tax appeal letter has an effect on the tax revenue. Based ong the multilinear regression analysis, tax appeal letter has Prob. of T-statistic on 0,0005, this number is lower than the significant value (0.05) or means that this variable has an effect to the tax revenue at KPP Tasikmalaya. According to the attribution theory, tax appeal letter has an effect to give stimulus as the external parties to taxpayer in Tasikmalaya city so they want to fulfil their tax obligation. KPP Tasikmalaya according to this theory, using external approach by issuing tax appeal letter. Moreover according to article no.1 regulation of Director-General of Tax no. PER-170/PJ/2007, Tax appeal letter has a purpose to

request clarification from taxpayers against there are allegations that tax obligations have not been met in accordance with the provisions of tax legislation.

This result of this research supported by previous research by Parnomo in 2016 about the effectiveness of tax appeal letter to the taxpayer revenue. On this research, also find out that tax appeal letter has significant effect to taxpayer in completing their obligation, by remind them and asked clarification for their tax obligation. As well as Parnomo, Adiatma, Handayani, Hidayat (2015) research in Malang, also have same result of the effect of tax appeal letter toward tax revenue.

- The effect Tax Examination to tax revenue

According to Minister of finance decree no. 199/PMK.03/2007 Tax examination have a purpose to test compliance taxation obligations it can include one, several, or all types of tax, both for one or several tax periods, part of the tax year, or tax year in the past years as well as the current year. In addition based on the result on this research found out that, tax examination has an effect to the tax revenue in KPP Tasikmalaya. By using tax examination approach, taxpayer in Tasikmalaya expected triggered to fulfill their tax obligation.

This result is shows on the table of multilinear regression analysis, Tax examination or X3 has value of Prob. T-statistic 0.0285 or lower than the significant value, means that tax examination has significant effect to the tax revenue in KPP Tasikmalaya based on multilinear regression analysis.

Moreover this result also supported by the previous research in KPP Jayapura in 2017 by Layuk and Alloayuk. On his research, Layuk and Alloayuk find out that tax examination give significant effect to the taxpayer compliance in Jayapura. In addition, according to the Attribution theory, the compliance of the taxpayer will influenced by two factors internal and external, here as the external factors, tax compliance significantly affected taxpayer in Jayapura to fulfil their tax obligation that potentially effect the tax revenue. Furthermore, Setia (2015), Gunarso (2016), and Utami (2018), have a same result or significantly has effect tax revenue toward tax compliance through tax examination.
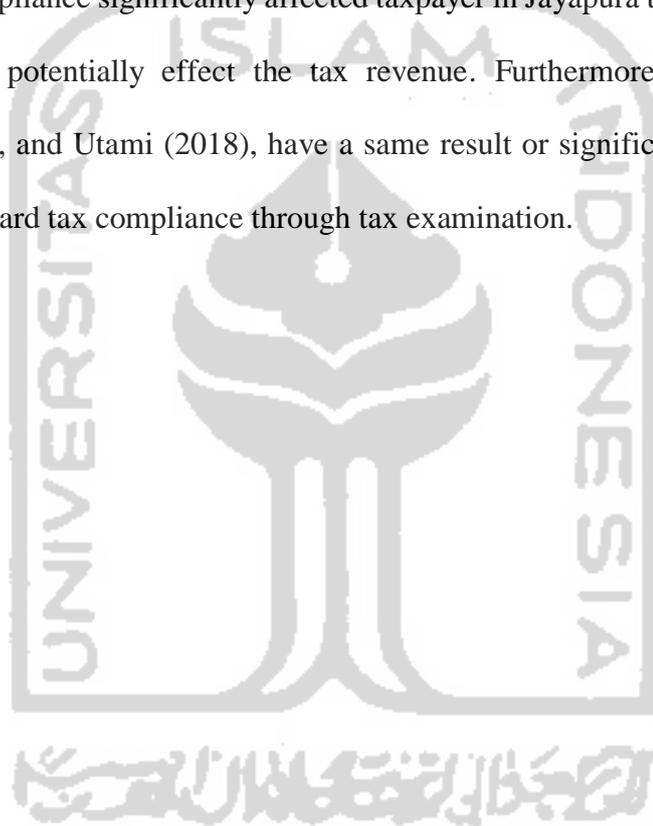
CHAPTER 5

CONCLUSSION AND RECOMMENDATION

5.1   Conclusion

This study aims to determine the effect of socialization, issuing tax appeal letter, and the tax examination at the KPP Pratama Tasikmalaya. Based on the analysis that has been describe, it concluded as follows:

1.   Based on data analysis, it shows that the socialization has an effect on tax revenue on the Pratama Tasikmalaya tax office. This is in accordance with the results of previous studies by Herryanto and Toly in Surabaya 2013. In the study, it found that the tax socialization did not have a significant effect on tax revenue.

2.   Based on data analysis, it shows that the tax appeal letter that issued by KPP Tasikmalaya has an effect on tax revenue of the taxpayer in tasikmalaya. The result on this research supported by another research about tax appeal letter that conducted in Malang city by Adiatma, Handayani, and Hidayat on 2015

3.   Based on data analysis, it shows that the socialization has an effect on tax revenue on the Pratama Tasikmalaya tax office. which is again in

accordance with previous investigations previously conducted by Herryanto and Tolly at Surabaya in 2013.

5.3 Limitations & Recommendation

This study there are limitations and suggestions for future research, as the following:

1. In this study, using three independent variables, such as tax socialization, tax appeal letter, and tax examination for further research better to add other variables such as tax arrears, letters of reprimand or even confiscation letters to provide another perspective in terms of forced tax returns.

2. Due to time limitations, this study only uses a total sample 60 month of the performance report from KPP Tasikmalaya. To be specified the performance report only focused on socialization, appeal letter, and tax examination that are conducted by KPP Tasikmalaya. For further research, it will be better if the scope of the research be enlarged by add more period of the research or by add another KPP around Tasikmalaya. Therefore, the result of the further research will present better result of the research because it can benchmark to measure the performance of KPP (tax office) around Tasikmalaya or even in all around West java

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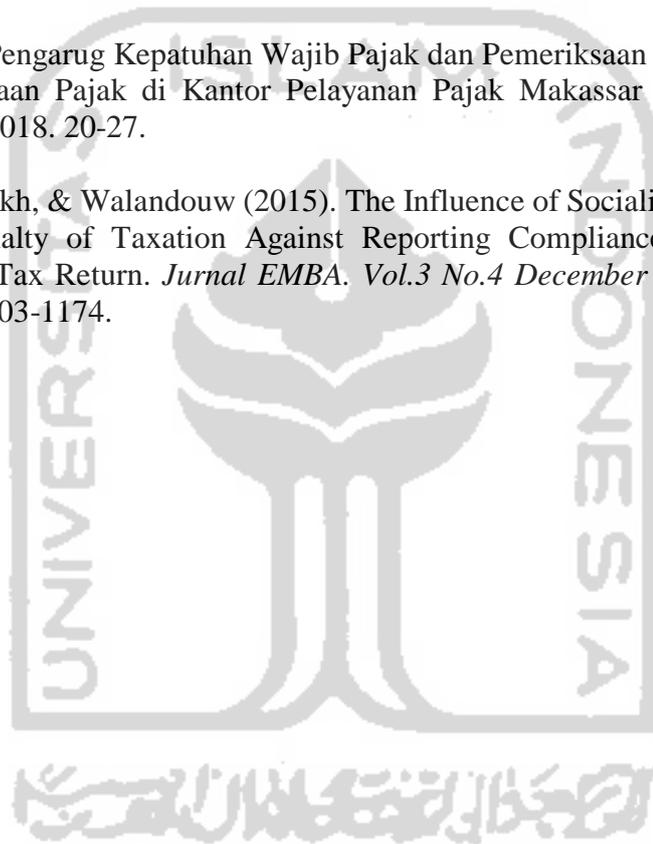
APPENDICES

**Appendix 1 Data of Socialization, Tax Appeal Letter, and Tax Examination
at KPP Tasikmalaya**

2014	Sosialisasi Pajak	Surat Himbauan		Pemerisksaan Pajak	Penerimaan Pajak
keterangan	frequensi	frequensi surat keluar	potensi penerimaan pajak	potensi penerimaan pajak	penerimana
January	20	2	620413,071	394916292	35094687759
February	14	4	1861240,213	243432884	22377104033
March	3	0	0	407896285	29640660360
April	1	17	27918614,2	336645080	49465533652
May	1	21	116267550,1	1825381914	42431996583
June	2	28	919704184	238291613	34078372715
July	1	0	0	16287012	56388450249
August	3	9	11167445,28	109121183	39627137050
September	4	23	44510771,99	234359531	34924416683
October	5	32	12245674960	390045691	54200806109
November	3	22	51031036,58	820676105	39607360338
December	5	31	11519829600	1611110095	86983859022
2015					
January	29	2	736380,0513	735840998	30100869142
February	8	8	2209141,154	405351950	25500950984
March	13	0	0	424533882	34205325930
April	0	13	33137125,31	458169690	51521658094
May	1	35	138000126,7	454251065	34954094334
June	2	23	1091614073	675163464	35221841657
July	3	0	0	90971886	69447312992
August	1	5	13254850,92	212438135	41373205430
September	4	21	52830666,93	16835050	34092915014
October	3	47	14534620305	159695508	65243191075
November	2	24	60569690,71	99454654	50264356355
December	5	34	13673100892	1341032283	1,15755E+11
2016					

Month					
January	3	17	1000000	19931091	34878929585
February	18	3	3000000	124248870	31265420069
March	17	0	0	60242259	36556118041
April	6	1	45000000	793907978	54090892210
May	4	10	187403272	321669436	45528978429
June	6	3	1482404794	326424036	55154332525
July	7	0	0	41557549	53315642731
August	25	1	18000000	2250000	55414135672
September	18	44	71743700	510325912	1,22975E+11
October	6	133	19737919609	38053649	52604883283
November	1	2	82253245	358824102	63805121035
December	11	13	18567981862	1468415949	1,41767E+11
2017					
January	1	808	1664304307	578378635	32159477665
February	22	174	51814431810	64872810	27915310581
March	50	81	10907393466	7828337978	51826519112
April	10	318	4006301722	1150000	60776611738
May	8	985	28954575674	1650000	40255642440
June	2	787	23735439517	150000	44694610318
July	3	717	45516596071	16213310	66851088271
August	2	780	11934289805	39006363	51040892685
September	1	483	30106679853	4504629	45458625126
October	3	381	23315038505	9057298	51510103896
November	15	363	32256525308	351413491	74157364777
December	6	96	22689507185	1106356031	1,40288E+11
2018					
January	11	2642	21127472257	909910410	39291061819
February	8	2082	6147260013	60179771	38724732214
March	17	562	1461086342	394625842	43929853602
April	1	536	22597000953	188209972	50770046297
May	2	345	27303915565	352296324	64700234361
June	1	194	10432681327	799658706	48296644200
July	3	933	31520494638	393899288	76078130551

August	3	280	15133107559	884814919	57319525471
September	2	231	2111628602	488023893	54453647495
October	1	460	36920018723	839646257	63182132444
November	3	1222	29319338332	577716077	78428574216
December	7	266	5296801930	1465212512	1,41176E+11

Appendix 2 Descriptive Analysis Result using Eviews10

Appendix 3 Normality Test
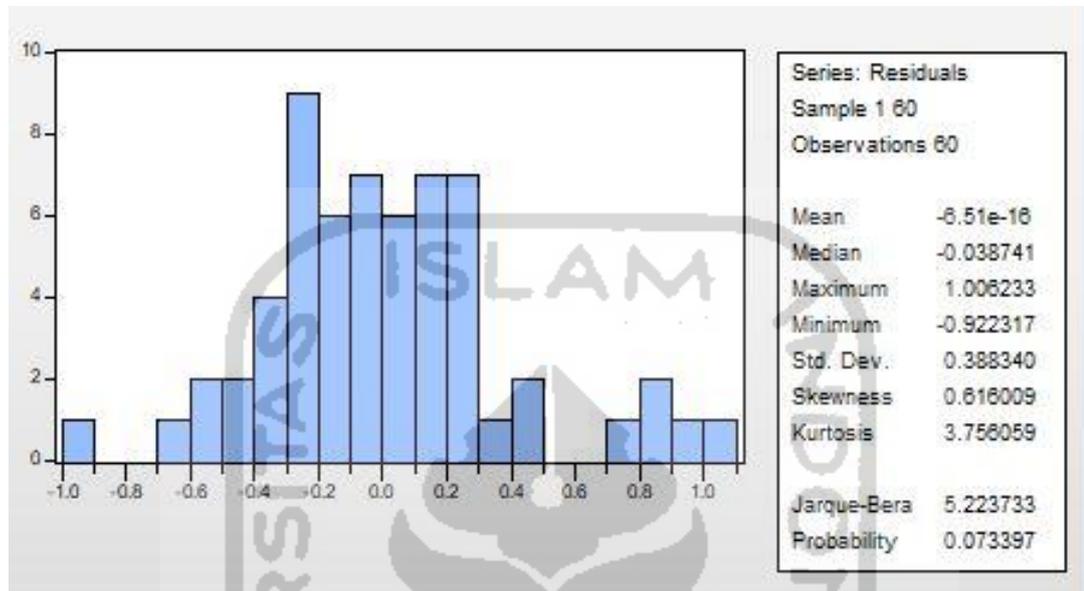
Appendix 4 Multicollinearity Test

Variance Inflation Factors
Date: 01/28/20   Time: 21:08
Sample: 1 60
Included observations: 60

Variable	Coefficient Variance	Uncentered VIF	Centered VIF
C	0.005695	2.150400	NA
SS	1.69E-22	1.178792	1.041047
SH	1.58E-23	1.609642	1.030942
PP	2.46E-21	1.293113	1.010089

Appendix 5 Heteroscedasticity Test

Heteroskedasticity Test: Breusch-Pagan-Godfrey

F-statistic	1.604884	Prob. F(3,56)	0.1985
Obs*R-squared	4.750158	Prob. Chi-Square(3)	0.1910
Scaled explained SS	5.702168	Prob. Chi-Square(3)	0.1270

Test Equation:
Dependent Variable: RESID^2
Method: Least Squares
Date: 01/26/20   Time: 22:28
Sample: 1 60
Included observations: 60

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	0.108916	0.046294	2.352702	0.0222
SS	-6.20E-12	7.97E-12	-0.777605	0.4401
SH	1.98E-12	2.44E-12	0.812627	0.4199
PP	5.25E-11	3.04E-11	1.725154	0.0900

R-squared	0.079169	Mean dependent var	0.148295
Adjusted R-squared	0.029839	S.D. dependent var	0.248267
S.E. of regression	0.244535	Akaike info criterion	0.085423
Sum squared resid	3.348649	Schwarz criterion	0.225046
Log likelihood	1.437311	Hannan-Quinn criter.	0.140037
F-statistic	1.604884	Durbin-Watson stat	1.909665

Appendix 6 Autocorrelation Test

Breusch-Godfrey Serial Correlation LM Test:

F-statistic	1.512830	Prob. F(2,54)	0.2295
Obs*R-squared	3.183473	Prob. Chi-Square(2)	0.2036

Test Equation:
Dependent Variable: RESID
Method: Least Squares
Date: 01/28/20   Time: 21:15
Sample: 1 60
Included observations: 60
Presample missing value lagged residuals set to zero.

Appendix 7 T-test analysis

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	22.64364	0.706525	32.04931	0.0000
Socializatoin	-0.018977	0.018753	-1.011986	0.3178
Tax Appeal	0.061271	0.016198	3.782650	0.0005
Tax Examination	0.059333	0.026082	2.274837	0.0285

Appendix 8 F- test Analysis

R-squared	0.331734
Adjusted R-squared	0.280329
S.E. of regression	0.362357
Sum squared resid	5.120788
Log likelihood	-15.26468
F-statistic	6.453327
Prob(F-statistic)	0.001182

Appendix 9 R-square

| View | Proc | Object | Print | Name | Freeze | Estimate | Forecast | Stats | Resids |

Dependent Variable: Y
Method: Least Squares
Date: 02/02/20   Time: 14:27
Sample: 1 60
Included observations: 43

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	22.64364	0.706525	32.04931	0.0000
Socializatoin	-0.018977	0.018753	-1.011986	0.3178
Tax Appeal	0.061271	0.016198	3.782650	0.0005
Tax Examination	0.059333	0.026082	2.274837	0.0285

R-squared	0.331734	Mean dependent var		24.66274
Adjusted R-squared	0.280329	S.D. dependent var		0.427139
S.E. of regression	0.362357	Akaike info criterion		0.896032
Sum squared resid	5.120788	Schwarz criterion		1.059864
Log likelihood	-15.26468	Hannan-Quinn criter.		0.956448
F-statistic	6.453327	Durbin-Watson stat		0.916190
Prob(F-statistic)	0.001182			

Appendix 10 Research Permission Letter to Kantor Pajak Pratama

Tasikmalaya

FAKULTAS
EKONOMI

Gedung Prof. Dr. Ace Partadiredja
Ringroad Utara Condong Catur Depok
Sleman Yogyakarta 55283
T. (0274) 881546, 885376, 883087;
F. (0274) 882589
E. fe@uii.ac.id
W. fecon.uii.ac.id

Yogyakarta, October 29, 2019

No.   : 1331/DEK/10/IP/X/2019
Perihal : Permohonan untuk mengambil data penelitian

Kepada Yth.
Kantor Pelayanan Pajak Pratama Tasikmalaya
Jl. Sutisna Serjaya No. 154
Tasikmalaya, Jawa Barat

Dengan hormat,
Dengan ini kami sampaikan bahwa mahasiswa berikut ini:

Nama   : Rizky Hilmi Fauzi
Tampat/ tanggal lahir : Tasikmalaya / 20 November 1996
Nomor mahasiswa   : 16312212
Alamat   : Jl. Sakti II No. 4, Kemanggisan, Jakarta
Program studi   : Akuntansi (Program Internasional)

sedang menempuh skripsi dan perlu mengambil data pada institusi yang Bapak/Ibu pimpin. Penelitian mahasiswa tersebut berjudul "The Effect of Socialization, Tax Appeal Letter, Tax Examination on Personal Tax Compliance and Tax Revenue" di bawah bimbingan **Ibu Ataina Hudayati, Dra., M.Si., Ph.D., Ak.** sebagai salah satu dosen pada Program Internasional, Fakultas Ekonomi, Universitas Islam Indonesia. Untuk itu, mohon bantuan Bapak untuk mempermudah mahasiswa tersebut dalam memperoleh data.

Kami bisa menjamin bahwa perolehan data hanya untuk keperluan menambah wawasan di bidang bisnis dan ekonomi sebagai syarat untuk menyelesaikan studi pada Program Internasional, Fakultas Ekonomi, Universitas Islam Indonesia.

Demikian permohonan kami, atas bantuan dan kerja samanya kami ucapkan terima kasih.

Hormat kami,

Jaka Sriyana, Dr., S.E., M.Si.

Appendix 11 Research Permission Letter from Kantor Pajak Pratama

Tasikmalaya

KEMENTERIAN KEUANGAN REPUBLIK INDONESIA
DIREKTORAT JENDERAL PAJAK
KANTOR WILAYAH DJP JAWA BARAT I
KANTOR PELAYANAN PAJAK PRATAMA TASIKMALAYA
JL. SUTISNA SENJAYA NO. 154 TASIKMALAYA 46114
TELEPON (0265) 331851, FAKSIMILE (0265) 331852, SITUS www.pajak.go.id
LAYANAN INFORMASI DAN KELUHAN KRING PAJAK (021) 1500200
EMAIL pengaduan@pajak.go.id informasi@pajak.go.id

SURAT KETERANGAN
Nomor : KET- ⅃ /WPJ.09/KP.07/2020

Yang bertanda tangan dibawah ini, saya :

N a m a	:	Adriana Hermawati Koraag
NIP	:	19670219 199202 2 001
Jabatan	:	Kepala Kantor
Unit Kerja	:	KPP Pratama Tasikmalaya

menerangkan bahwa mahasiswa yang namanya tersebut dibawah ini :

N a m a	:	Rizky Hilmi Fauzi
NIM	:	16312212
Program Studi	:	Akuntansi (Program Internasional)
Universitas	:	Universitas Islam Indonesia

Telah melaksanakan pengambilan data pada Kantor Pelayanan Pajak Pratama Tasikmalaya sesuai Surat Permohonan Dekan Fakultas Ekonomi Universitas Islam Indonesia Nomor 133/DEK/10/IP/X/2019 tanggal 29 Oktober 2019 Hal : Permohonan untuk mengambil data penelitian.

Demikian Surat Keterangan ini dibuat, untuk dapat dipergunakan sebagaimana mestinya.

Tasikmalaya,14 Februari 2020
Kepala Kantor

Adriana Hermawati Koraag