The Effect of Tax Information Technology, Taxation System on Tax Evasion (Case Study on Individual Taxpayers in Manado City)

Miryam P. Lonto^{*}, Linda A. O Tano, Brigita D. Karongkong

Accounting Study Program, Faculty of Economics and Business

Universitas Negeri Manado

Jl. Kampus Unima, Tonsaru, Kec. Tondano Sel., Kabupaten Minahasa, Sulawesi Utara 95618, Indonesia

Article Info

Article history:

Received October 31, 2024 Revised December 5, 2024 Accepted February 11, 2025

Keywords:

Tax Information Technology Tax System Tax Evasion

ABSTRACT

The purpose of this study is to determine how tax information technology, or the taxation system, impacts tax evasion on individual taxpayers in Manado City. All individual taxpayers operating in Manado city are included in this research population. This research uses non-probability method and uses incidental sampling technique. This study uses multiple linear regression analysis. The results showed that taxpayers' perceptions of tax evasion ethics were not influenced by tax information technology; on the contrary, the tax system had a negative and significant impact on taxpayers' perceptions of tax evasion ethics.

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Corresponding Author:

Miryam P. Lonto Universitas Negeri Manado Email: miryamlontoh@unima.ac.id

INTRODUCTION

Taxes are the largest source of revenue for Indonesia. Taxes are one of the sources of funds for the government, both central and local governments, to carry out development. According to law number 16. year (2009) regarding general provisions and tax procedures, Taxes, which are mandatory expenditures required by law to the State, are used for the benefit of the state and the prosperity of society. Tax evasion still occurs a lot in recent years, although the government and related institutions continue to strive to reduce the practice. Tax evasion is a complex problem and cannot always be completely eliminated. Despite efforts to improve law enforcement simplify tax rules, and increase public awareness, some individuals or companies may still try to avoid their tax obligations. One of the tax violations that often occur in Indonesia is tax evasion (Christina & Jenni, 2023). With such cases, people will definitely lose trust in tax officials because the money spent by taxpayers is even misused. (Muaya, Sumual & Sumampouw, 2022).

The embezzlement case that occurred in North Sulawesi was the case of a property entrepreneur with the initials TJT, the defendant as commissioner of PT JSP, a property development company in Manado from 2012 to 2014. PT JSP did not report or report zero on the VAT periodic

Journal homepage: https://ejournal.uika-bogor.ac.id/index.php/neraca/index

tax return and the PPH periodic tax return article 4 paragraph (2). The loss to state revenue amounted to Rp. 3.8 billion. The defendant's actions have violated Article 39 paragraph (1) letter c and letter d in conjunction with Article 43 paragraph (1) of the law on general provisions and tax procedures (KUP), (Barometer.co.id). The results of research by (Anggrahini et all, 2020) show the results that student perceptions of tax evasion ethics are influenced by tax information technology.

Then it is different from the results of research conducted by (Purba, et all, 2021) showing that tax information technology has no effect on taxpayer perceptions of tax evasion. From the results of research (Sari, et al, 2021) shows that the tax system has a positive effect on the perception of corporate taxpayers regarding the ethics of tax evasion, in contrast to research (Paskarely, 2022) this study shows that the tax system has no significant effect on taxpayer perceptions of tax evasion ethics. Research (Margaretha, et all, 2021) the results showed that the tax system has a negative effect on tax evasion. Previous studies have not shown consistent results, and tax evasion cases have increased in recent years, especially those in Manado City. Therefore, the author wants to conduct this research with the title "The Effect of Tax Information Technology, Taxation System on Tax Evasion". (Case study on individual taxpayers in Manado City).The purpose of this study is to determine whether tax information technology affects tax evasion, to determine whether the tax system affects tax evasion.

LITERATURE REVIEW AND HYPOTESIS DEVELOPMENT

Accounting Theory

According to PSAK Identifying, measuring, recording, and reporting company finances are part of accounting. According to (Tanor, 2015) in (Sumampouw, 2022) Accounting is an art of recording, managing and summarizing in an informative and measured way in the form of currency, for transactions or financial events of the company and interpreting the results.

Taxation Theory

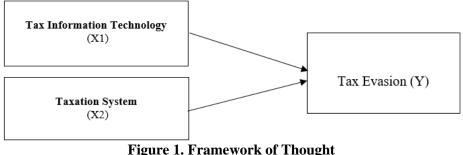
According to law no.28 of 2007 Taxes are mandatory contributions paid by individuals or entities that are compelling to the state based on the law, by not getting a direct reward, and are used for state purposes to improve the welfare of the people. Taxes are people's contributions to state revenues sourced from tax laws with no direct reciprocity and are used to finance state expenses (Rivaldo, Manaroinsong & Bacilius, 2020).

Atribution Theory

According to Fritz Heider, human perception depends on contribution. Heider also believes in a psychological process that connects subjective human experiences with various existing objects. Attribution theory studies behavior. Basically, this theory says that when someone sees someone else's behavior, they will try to draw conclusions about that behavior (Mochtar, et all, 2024). Attribution theory is a theory that studies a person's explanation process for an event or event that causes the reason for his behavior (Sari, et all, 2023).

Tax Evasion Theory

According to Mardiasmo (2009) considers tax evasion as an attempt by taxpayers to reduce the tax burden caused by legal violations. This is caused by many government actions that should not be done, such as misusing tax funds for personal or group interests, unsystematic tax regulation systems, tax discrimination, and injustice in tax payments. (Sari, et all, 2023). The framework in this study is as follows:



Source: Data processed 2024

Tax technology and information is the use of taxation facilities and infrastructure by utilizing science and technological developments and information in the field of taxation to improve the quality of tax services to taxpayers who will fulfill their tax obligations (Aliyudin, et all, 2022). The tax system is a tax collection system that represents the dedication and responsibility of taxes to directly and jointly carry out the tax obligations needed to finance the administration of the state and its development. (Anggrahini, et all, 2020).

The application of tax information technology in government tax services aims to improve service quality, facilitate tax payment and reporting, and increase taxpayer compliance in fulfilling their tax obligations more efficiently. With the existence of facilities that make it easier, taxpayers will be more able to fulfill their obligations appropriately and avoid tax evasion practices (Suryani, 2020). So the better the tax information technology is implemented, the lower the level of evasion by taxpayers, on the contrary, if the tax information technology is poorly implemented, the higher the level of tax evasion. From the results of research (Anggrahini, et all, 2020), there is a significant negative effect of tax information technology on the perception of tax evasion ethics, then the results of this research (Paramitha, et all, 2020) show that technology and information have a significant effect with a negative value on taxpayer perceptions of tax evasion at the Jember Primary Tax Service Office. Based on the description above, the hypothesis formulation of this study is:

H1: Tax information technology has a negative effect on tax evasion.

The tax system is a framework that regulates the process of collecting, collecting, and managing taxes by the government to finance public activities and services and regulate the distribution of income and wealth in society. A good tax system ensures fairness, transparency, efficiency, and tax compliance, and provides facilities supported by adequate information technology that makes it easier for taxpayers to fulfill their obligations. If the tax system implemented is good, the level of tax evasion will be lower, on the other hand, if the existing tax system is bad, the higher the level of tax evasion by taxpayers. From the results of research (Bajri, 2024) there is a negative and significant effect of the taxation system on the perception of tax evasion ethics. Based on the description above, the formulation of this research hypothesis is:

H2: the taxation system has a negative effect on tax evasion.

RESEARCH METHODOLOGY

This research is a type of quantitative research. This study aims to evaluate the independent and dependent variables: tax information technology as the independent variable, the tax system as the dependent variable, and tax evasion as the dependent variable. The focus of this research is individual taxpayers in Manado City. The individuals involved in this study are those who have an independent business in the city. In this study, a non-probability sample method was used. This means that members of the population do not have the same chance or opportunity to be taken as a sample (Sugiyono, 2022). Sampling in this study used incidental sampling. Incidental sampling is a sampling technique based on coincidence, namely anyone who happens to meet the researcher can be used as a sample, if the person who happens to meet is suitable as a data source (Sugiyono, 2022). The sample in this study were 63,412 individual taxpayers doing business in the Manado City area who were registered at KPP Pratama Manado.

Descriptive Statistical Tabel 1. Descriptive Statistical Test								
	N	Minimum	Maximum	Mean	Std. Deviation			
Tax Information Technology	100	17	25	20,87	1,878			
Taxation System	100	16	30	23,25	2,081			
Tax Evasion	100	5	22	13,12	3,661			
Valid N (Listwise)	100							

Source: Data processed in 2024

Based on the test results in the table above, it shows that the number of respondents in this study were 100 respondents. It is known that the tax information technology variable has a minimum value of 17, and a maximum value of 25, an average or mean value of 20.87%. The taxation system variable is known to have a minimum value of 16, a maximum value of 30, and an average mean value of 23.25%. Then the variable perception of tax evasion ethics has a minimum value of 5, a maximum value of 22, and an average mean value of 13.12%.

Tabel 2. Validity Test					
Variable	Statment	r count	r table	Description	
Tax Information Technology	1	0,789	0,1946	Valid	
Tax Information Technology	2	0,74	0,1946	Valid	
	3	0,81	0,1946	Valid	
	4	0,796	0,1946	Valid	
	5	0,837	0,1946	Valid	
Taxation System	1	0,681	0,1946	Valid	
	2	0,634	0,1946	Valid	
	3	0,761	0,1946	Valid	
	4	0,694	0,1946	Valid	
	5	0,708	0,1946	Valid	
	6	0,677	0,1946	Valid	
Tax Evasion	1	0,717	0,1946	Valid	
	2	0,733	0,1946	Valid	
	3	0,612	0,1946	Valid	
	4	0,749	0,1946	Valid	
	5	0,744	0,1946	Valid	

Validity Test

RESULTS

Source: Data processed in 2024

Based on the validity test results in the table above, it shows the value of r count> r table. then all research instruments, namely the variables of tax information technology, taxation system and tax evasion, are declared valid.

Reliability Test

Tabel 3. Reliability Test						
No	Variable	Cronbach Alpha	Description			
1	Tax Information Technology	0,853	Reliabel			
2	Taxation System	0,771	Reliabel			
3	Tax Evasion	0,735	Reliabel			
Source: Data processed in 2024						

Source: Data processed in 2024

Based on the reliability test results in the table above, it shows that the value of the tax information technology variable is 0.853 and the test result of the taxation system variable is 0.771 and the value of the tax evasion ethics perception variable is 0.735. So all instruments in the study were declared reliable.

Normality Test

		Unstandardized Residual
Ν		100
Normal Parameters ^{a,b}	Mean Std. Deviation	0 3,33048897
Most Extreme	Absolute	0,086
Differences	Positive	0,086
	Negative	-0,055
Test Statistic		0,086
Asymp. Sig. (2-tailed)		0,065
a. Test distribution is norma	ıl.	
b. calculated from data.		
c. Lilliefors Significance Co	rrections.	
	Source: Data processed	in 2024

Based on the results of the one sample Kolmogorov Smirnov test above, the significance value of Asymp.sig (2-tailed) is 0.065 greater than 0.05. So it can be concluded that the data is normally distributed.

Multicollinearity Test

	Tabel 5. M	Iulticollinearity Te	st
	Collinerity Stati	stic	
Model	Tolerance	VIF	Description
Tax Information Technology	0,923	1,083	No multicollinearity
Taxation System	0,923	1,083	No multicollinearity
a. Dependent Variable Tax Eva	sion		

Source: Data processed in 2024

Based on the table above, it shows that the tolerance value of the tax information technology variable is 0.923 and the tax system variable is 0.923. So the tolerance value of the tax information technology variable and the taxation system is greater than 0.10. While the VIF value of the tax information technology variable is 1.083 and the tax system variable is 1.083. So the VIF value of the tax information technology variable and the taxation system variable is 1.083. So the VIF value of the tax information technology variable and the taxation system variable is less than 10. So it can be concluded that there is no multicollinearity in this model.

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Description
	В	Std. Error	Beta			-
(Constant)	-2,258	2,919		-0,77	0,441	
Tax Information						No hotorogoodosticity
Technology	0,234	0,1116	0,209	2,02	0,046	No heteroscedasticity
Taxation System	-0,002	0,104	-0,002	-0,02	0,981	No heteroscedasticity

Heteroscedasticity Test

Source: Data processed in 2024

Based on the table above, it shows that the significance value of the tax information technology variable is 0.46. And the taxation system variable is 0.981. From the test results, it shows that the tax information technology variable and the taxation system have a significance value greater than 0.05. So that the tax information technology variable, and the taxation system do not occur symptoms of heteroscedasticity.

Simultaneous Test

Tabel 7	7.	Simultaneous	Test
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Sum of Squares	df	Mean Square	F	Sig.
228,436	2	114,218	10.089	,000 ^b
1098,124	97	11,321		
1326,56	99			
	228,436 1098,124	228,436 2 1098,124 97	228,436 2 114,218 1098,124 97 11,321	228,436 2 114,218 10.089 1098,124 97 11,321

a. Dependent variable: Tax Evasion

b. Predictors: (Constant), Tax Information Technology, Taxation System

Source: Data processed in 2024

Based on the test results in the table above, it is known that the sig. value is 0.000. Because because the sig value. 0.000 < 0.05, it can be concluded that the independent variables, namely tax information technology and taxation system together or simultaneously affect the dependent variable.

Partial Test

Tabel 8. Partial Test						
Coefficients						
Model	Unstandar	dized Coefficients	Standardized Coefficients	t	Sig.	
	В	Std. Error	Beta		C	
1 (Constant)	33,654	4,727		7,12	0	
Tax Information Technology	-0,323	0,187	-0,166	-1,724	0,088	
Taxation System	-0,593	0,169	-0,337	-3,508	0,001	
		Source: Data proc	accord in 2024			

Source: Data processed in 2024

Based on the test results in the table above, it is known that the significance value (Sig.) of the tax information technology variable is 0.088. Because the sig value. 0.088> 0.05, it can be concluded that H1 is rejected. This means that there is no effect of tax information technology on tax evasion in Manado city. Based on the test results in the table above, it shows that the significance value (Sig.) of the taxation system variable is 0.001. Because the value of sig. <0.05, it can be concluded that H2 is accepted or the second hypothesis is accepted and the beta direction is negative, meaning that there is a negative and significant effect of the influence of the taxation system on tax evasion in Manado city.

Multiple Linear Regression Test

	Tabel 9	. Multiple Linear	r Regression Test	t	
		Coefficie	ents		
Model	Unstandar	dized Coefficients	Standardized Coefficients	t	Sig.
	В	Std. Error	Beta		
1 (Constant)	33,654	4,727		7,12	0
Tax Information Technology	-0,323	0,187	-0,166	-1,724	0,088
Taxation System	-0,593	0,169	-0,337	-3,508	0,001

Source: Data processed in 2024

Based on the table above, the multiple linear regression equation can be described, namely as follows:

 $Y=a+\beta 1X1+\beta 1X2+e$ Y= 33,654-0,323X1-0,593+e

From the multiple linear regression equation above, it can be explained as follows:

constant (a) has a positive value of 33.654. Indicates that the tax information technology variable (X1) and the taxation system (X2) are 0, the tax evasion variable (Y) is 33.654. The regression coefficient value of the tax information technology variable (X1) is negative, namely - 0.323. This means that every additional value of 1 unit in the tax information technology variable (X1), the value of the tax evasion variable will decrease by 0.323. The coefficient value of the taxation system variable (X2) is negative, namely -0.593. This means that every additional value of 1 unit on the taxation system variable, the tax evasion variable will decrease by 0.593.

Tabel 10. Determination Test						
		Model Summar	y ^b			
Model	R	R Square	Adjust R Square	Std. Error of the Estimate		
1	0,415	0,172	0,155	3,365		
a. Predictors: (Const	ant), Taxation System, T	ax Information Techno	ology			
b. Dependent Variab	el: Tax Evasion					

Determination Test

Source: Data processed in 2024

Based on the table above, the results of the R2 Determination test are with an R Square value of 0.172, which means that it shows that all independent variables simultaneously have an influence of 17.2% on taxpayer perceptions of tax evasion ethics or the dependent variable. While the remaining 82.8% is influenced by other variables not tested in this study.

The effect of tax information technology on tax evasion

The results showed that the regression coefficient was -0.323 and t count was -1.724 with a significant value of 0.088. because the sig value. > 0.05, it can be concluded that H1 is rejected. meaning that there is no effect of tax information technology (X1) on tax evasion (Y). so even though the existing tax information technology is good and adequate this has no effect on tax evasion. The results of this study are in accordance with the theory of internal attribution, namely that even though the existing tax information technology is good or not, it is not necessarily that the taxpayer commits tax evasion, because it is possible that the action comes from one's own intention to take such action. From the characteristics of the respondents in this study, both those aged 51 years and over, 41-50 years, 31-40 years, do not really understand and utilize existing tax information technology, so tax information technology has no effect on taxpayer perceptions of tax evasion ethics on individual taxpayers in the city of Manado. The results of this study are supported by research (Purba, et all,

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2021) which shows that tax information technology has no effect on taxpayer perceptions of tax evasion. However, the results of the study differ from the results of research conducted by (Paramitha et all, 2020) which show the results that tax information technology has a negative and significant effect on taxpayer perceptions of tax evasion.

The effect of the tax system on tax evasion

Based on the results of the regression coefficient test, it shows a value of -0.593 and the t value is -3.508 with a significant value of 0.001 < 0.05, it can be concluded that H2 is accepted. This means that there is a negative and significant influence between the taxation system variables on tax evasion. The results of this study are in accordance with the theory of external attribution, namely the tax system can affect taxpayer perceptions of tax evasion, existing tax system procedures make it easy for taxpayers to deposit their taxes and the management of tax money collected has been managed wisely, so they can avoid tax evasion, how the tax system implemented is good and adequate, the taxpayer's perception of tax evasion ethics will decrease. The results of this study are also in accordance with the theory of perception where a person sees and is influenced by the surrounding environment. So if the taxation system implemented is good, taxpayers will be more compliant in fulfilling their obligations. Therefore, the taxation system implemented at KPP Pratama Manado is good and adequate. The results of this study are in line with the results of research conducted by (Margaretha et all, 2021) which shows that the tax system has a negative and significant effect on tax evasion. Also supported by research conducted by Bajri (2024) which shows the results that the tax system has a negative and significant effect on tax evasion. This research is not in line with research conducted by (Dewi et all, 2021) which shows that the tax system has no effect on the perception of tax evasion. Also research conducted by Paskarely, 2022) which shows the results that the taxation system has no significant effect on taxpayer perceptions of tax evasion ethics.

CONCLUSION

Tax information technology has no effect on tax evasion. This means that the better or not tax information technology has no effect on tax evasion. The tax system has a negative and significant effect on tax evasion. This means that the better the tax system is implemented, the lower the level of tax evasion will be.

Suggestion

for tax agencies to further improve tax information technology. The tax system has a negative effect on tax evasion, because the existing system is good, so for this reason, the existing tax system should be further improved, such as ease of tax payment and transparency, so that taxpayers will be more compliant in fulfilling their tax obligations. It is recommended for future researchers to add or examine other variables that may affect tax evasion.

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