

# The Influence of Account Representative Supervision and the Implementation of Tax Sanctions on Compliance of Taxpayers in KPP 'PRATAMA' Teluk Betung

Defrizal Defrizal<sup>1</sup>, Hari Nugroho Budhi Wibowo<sup>2</sup>, Syamsu Rizal<sup>3</sup>

<sup>1,2,3</sup>Department of Management, Universitas Bandar Lampung

Corresponding Author: Defrizal Defrizal

## ABSTRACT

The purpose of this study was to determine and analyze the effect of *Account Representative* supervision and the application of tax sanctions on the compliance level of corporate taxpayers. The data collection method used a survey method which was conducted on ninety-five (95) corporate taxpayers who are required to submit an Annual Tax Return (SPT) at Teluk Batung Pratama Tax Service Office (KPP Pratama), Bandar Lampung. To analyze the data we used Multiple Linear Regression. The results showed that the *Account Representative's* supervision and the application of tax sanctions had a positive effect on corporate taxpayer compliance.

**Keywords:** *Account Representative, Application of Tax Sanctions, Compliance*

## 1. INTRODUCTION

Revenue from the tax sector is the largest state revenue. Over the last five years tax revenues have contributed more than 70% of total domestic revenues. Even in 2013, tax revenue almost reached 80% of the total state revenue (State Revenue and Expenditure Budget (APBN) of the Ministry of Finance of the Republic of Indonesia). According to Act Number 16 of 2009 as the fourth amendment to Act Number 6 of 1983 concerning General Provisions and Tax Procedures, what is meant by tax is an obligatory contribution to the State that is owed by an individual or entity that is

compelling under the Law, does not receive direct compensation and is used for the state's needs for the greatest prosperity of the people.

So far, the determination of tax targets in the APBN has always used macro assumptions. Macroeconomic indicators such as the rate of economic growth and inflation play an important role in producing the tax targeting formula. Supposedly, the tax target is calculated from a micro approach such as the number of registered taxpayers, the number of taxpayers, and taxpayer compliance. This formula will produce a tax base that is routine in nature. Then, potential taxes are added which will become the basis for new additional taxes, such as potential sectors and tax receivables disbursement. The combination of the previous year's routine tax base and tax potential would be a more appropriate tax target.

Each year a tax base appears which will continue to grow along with the performance of the Directorate General of Taxes in extensification and supervision activities. For example, corporate or entrepreneur taxpayers who take part in the tax amnesty program will automatically become the basis for new taxation because by following the tax amnesty, it means that taxpayers indirectly admit to mistakes in calculating their financial capacity. They will become new taxpayers or pay more taxes in the following year. Thus, the basis

for taxation will be broader, both in quantity and quality.

Such a pattern will continue to run because the level of taxpayer compliance in terms of reporting taxes is still low, in the range of 60% -70% and even then is still dominated by individual taxpayers, employees, not employers or corporate taxpayers. The process towards high compliance is an ongoing effort. This will not stop because either formally or materially the higher the level of tax compliance, the bigger the tax base. This will result in greater tax revenue that can be collected.

Taxpayer compliance includes compliance in reporting business activities in accordance with applicable regulations as well as compliance with all other tax regulations. Among the three types of compliance, the easiest to observe is compliance in reporting business activities because all taxpayers are obliged to submit reports on their business activities every month and / or annually in the form of submitting a Tax Return (SPT) every period or annually.

Some taxpayers have low compliance by not making and submitting periodic business activity reports correctly, completely and clearly, either monthly or periodically or annually. What is concerning is that this kind of taxpayer is the largest number of all registered taxpayers. The Directorate General of Taxes deserves more serious attention so that this problem can be addressed and monitored more seriously.

Some steps that the Directorate General of Taxes can take to improve taxpayer compliance in reporting their taxes are by monitoring tax obligations, conducting socialization, making tax regulations that are easily understood by taxpayers, and increasing law enforcement actions against non-compliant taxpayers.

Taxpayer compliance in the work unit of the Tax Service Office (KPP) is based on data from the Directorate General of Taxes (DJP) of the Ministry of Finance, in terms of the realization of the submission

of Annual Tax Reporting Letter (SPT) is still far from the target. Taxpayer compliance based on SPT submission only reached 67.2 percent as of 29 July. In fact, the tax authorities are targeting the realization of submission of annual tax returns of 85 percent of the 18.3 million registered taxpayers in 2019. "Of the 18.3 million registered taxpayers we have received only 12.30 million SPT. It consists of 843 thousand agencies, 10.17 million SPT employees and 1.2 million non-employees," a source from the Director of Potential, Compliance and Tax Revenue Yon Arsal (2/8/2019).

The Directorate General of Taxes has a vertical work unit under it, namely the Tax Service Office (KPP). KPP Pratama is an implementing element or vertical agency under the Regional Office of the Directorate General of Tax Vertical at the Directorate General of Taxes which is one of the agencies under the Ministry of Finance. The main duties of KPP Pratama are to carry out counseling, services, and supervision of Taxpayers in the fields of Income Tax, Value Added Tax, Sales Tax on Luxury Goods, Other Indirect Taxes within its jurisdiction based on the prevailing laws and regulations.

As for the data on the realization of the submission of Annual Tax Returns (SPT) at KPP Pratama Teluk Betung, namely in 2019, the percentage of taxpayers who reported the Annual Tax Return at KPP Pratama Teluk Betung was 59 percent, lower than the National achievement of 67.2 percent.

The problem that can be seen here is compliance, the number of taxpayers who submit annual tax returns is much smaller than the total number of registered taxpayers. The obligation to report the Annual Tax Return periodically has actually become an inherent obligation for every taxpayer, whether an individual or a corporate person, to report their taxes correctly, completely, and clearly while avoiding administrative sanctions that should be imposed for such non-

compliance. To ensure that taxpayers fulfill their tax obligations, it is necessary to have the role of tax officers who can intensively supervise taxpayer compliance with tax obligations. The tax officer in charge of monitoring the tax compliance of tax obligations is an Account Representative (AR).

The role of supervision by an Account Representative (AR) is an officer on duty at the Primary Tax Office who has implemented a modern administrative system. Account Representative is the spearhead of the Directorate General of Tax (DJP) services. Acting as a liaison between taxpayers and DGT. Has a very important role and duty in securing state revenue. According to the Decree of the Minister of Finance Number 98/KMK.01/2006, the duties of the Account Representative are to supervise taxpayer tax compliance, provide tax guidance/advice and technical consultation to taxpayers, compile taxpayer profiles, analyze taxpayer performance, reconcile mandatory data in the context of intensification, and evaluate the results of the appeal based on applicable regulations. So it can be said that the function of AR which is directly related to taxpayers includes education, consultation and supervision. Hopefully, the AR function can improve taxpayer compliance. AR is expected to be able to carry out its functions properly so that it can produce excellent service. This excellent service is expected to increase the self-awareness of taxpayers, so that their willingness can increase their compliance with tax obligations.

KPP Pratama Teluk Betung is one of the Modern KPP Pratama which functions after tax modernization is carried out. So, there is also AR who is tasked with providing education, assistance and supervision to taxpayers to improve taxpayer compliance.

The level of taxpayer compliance can be influenced by several factors. Among these factors are taxpayers' perceptions of tax sanctions and taxpayer awareness. There are laws regulating general provisions and

tax procedures so that tax regulations are obeyed. Therefore, there must be tax sanctions for violators. Taxpayers will fulfill their tax obligations if they view that the tax sanctions will be more detrimental to them (Muliari & Setiawan, 2011).

In the self-assessment system, taxpayers are expected to voluntarily pay and report payable taxes in accordance with applicable laws and regulations without relying on the existence of a tax assessment letter. It is also the duty of the Directorate General of Taxes to oversee taxpayer compliance. Through the activities of monitoring and testing of tax compliance, it is often found that underpaid or unreported taxes are found, so that the Directorate General of Taxes must collect tax administration fines or sanctions through the issuance of a Tax Assessment Letter (SKP) or Tax Collection Letter (STP). As part of coaching taxpayers, law enforcement (low enforcement) is also used as a tool to create a sense of justice in society and create a deterrent effect. Therefore, the focus of the problem in this study is the number of tax bills issued by the KPP Pratama Teluk Betung for corporate taxpayers which is one of the determinants of the level of taxpayer compliance.

Fulfillment of tax obligations does not only stop at paying taxes, but also fulfills other stages from start to finish. The stages referred to include registering to obtain a Taxpayer Identification Number (NPWP), calculating taxes, paying taxes, and reporting SPT. Compliance in fulfilling tax obligations can be defined as the fulfillment of all stages without exception. We also recognize that taxes are a mandatory contribution to the State so that they can be enforced.

One thing that is well understood by taxpayers is the existence of sanctions if there is a violation in every stage of existing tax obligation. With full awareness, accompanied by reluctance to be imposed with sanctions, the taxpayer chooses to become a compliant taxpayer.

The application of both administrative and criminal tax sanctions encourages taxpayer compliance, but the application of sanctions must be consistent and applicable to all taxpayers. Taxpayers fulfill their tax payment obligations if the tax money is later used to finance a clean and authoritative government and development. The application of fair tax treatment to taxpayers encourages taxpayer compliance because it creates healthy competition in the business world. On the other hand, discriminatory tax treatment actually causes low tax compliance (Hutagaol, 2007).

If the taxpayer has carried out his tax obligations in accordance with the applicable (true and complete), then theoretically the taxation obligation will be "completed". However, in reality it could be the other way around. Therefore, in order to test the compliance of taxpayers who have gained the confidence of calculating, depositing and reporting their owed taxes themselves, the supervisory function carried out by the Directorate General of Taxes which includes research, examination and investigation of criminal acts in the field of taxation must continuously be implemented. Therefore, there is a need for tax sanctions to regulate these issues (Gunadi, 2002).

The Directorate General of Taxes always urges the public to always carry out their tax obligations without exception. This is in line with the self-assessment principle adopted as the basic principle of taxation in Indonesia. With this principle, the Directorate General of Taxes does not have the authority to determine specific individual or corporate taxes and vice versa because the amount of tax owed is determined by the taxpayer himself. To be able to monitor the honesty of taxpayers in reporting their taxes, the Directorate General of Taxes needs a means of exercising control. This is what causes all stages of tax obligations to be observed and supervised by tax officials.

Once registered, taxpayers are required to keep records or bookkeeping in

order to ascertain the turnover and costs incurred in one year. From the results of recording or bookkeeping, it is known with certainty the amount of tax that must be paid to the State. After the tax is paid, the entire recording result and the amount of tax payable are reported in the SPT. With this SPT, the Directorate General of Taxes can evaluate the turnover and costs reported by the taxpayer. If any non-compliance is found in the reporting, the Directorate General of Taxes can follow up with monitoring activities and the application of tax sanctions.

Based on this background, the problem is how the influence of Account Representative supervision and the application of tax sanctions on the compliance of Corporate Taxpayers who are registered at KPP Pratama Teluk Betung Bandar Lampung.

## **2. LITERATURE REVIEW**

### **Account Representative Supervision**

The importance of taxpayer detection reflects the perception that they will be audited by the tax authorities SE-39/PJ/2015 dated 29 May 2015 contains the supervision of the Taxpayer in the form of a request for an explanation of the Data and/or Information to the Taxpayer, and a Visit to the Taxpayer. In letter A the general section states that in order to improve taxpayer compliance and provide clarity on the implementation of the authority of the Directorate General of Taxes in the supervision of taxpayers as well as to increase the transparency of the process of monitoring the use of taxpayer data, the head of the tax service office is authorized to conduct guidance, research and supervision of taxpayers in the form of request for an explanation of the Data and/or Information to the Taxpayer which in its implementation is carried out by the Account Representative. Castro and Scartascini (2015), the importance of taxpayer detection reflect the perception that they will be audited by the tax authorities.

## Application of Tax Sanctions

Witte and Woodbury (1985) develop and estimate an economic model of tax compliance that specifically includes important aspects of the income tax law (for example, the progressive tax structure and various penalties for tax non-compliance which each depend on the amount of tax not paid). Increasing the likelihood of audits and increasing things like information reporting and tax cuts will tend to increase compliance.

Ilyas and Burton (2013), the application of tax sanctions to corporate taxpayer compliance, both administrative and criminal sanctions, will certainly be a burden. Therefore, taxpayers need to know and understand the various kinds of sanctions regulated in the tax legislation in order to avoid these additional burdens. The granting or imposition of sanctions in the tax law basically aims to create administrative order in the taxation sector and to improve the compliance of corporate taxpayers in fulfilling tax obligations.

## Corporate Taxpayer Compliance

Kirchler, Kogler, and Muehlbacher (2014), Integrating economic and psychological perspectives on tax compliance. This assumes that taxpayers comply with the law either because they fear detection and penalties (enforced compliance) or because they feel obligated to honestly contribute their share (voluntary cooperation) Corporate Taxpayer Compliance is divided into two types, namely formal compliance and material compliance. Formal compliance is a condition in which the Taxpayer fulfills its tax obligations formally in accordance with the provisions of the Law. For example, the provisions regarding the reporting deadline. So, all that is fulfilled by the Taxpayer is fulfilling the requirements for submitting the SPT before the deadline. Corporate Taxpayer compliance in paying taxes formally is seen from the aspect of Taxpayer awareness to register, timeliness in paying taxes, timeliness in submitting SPT, and Taxpayer reports in making payments on time (Widodo, 2010)

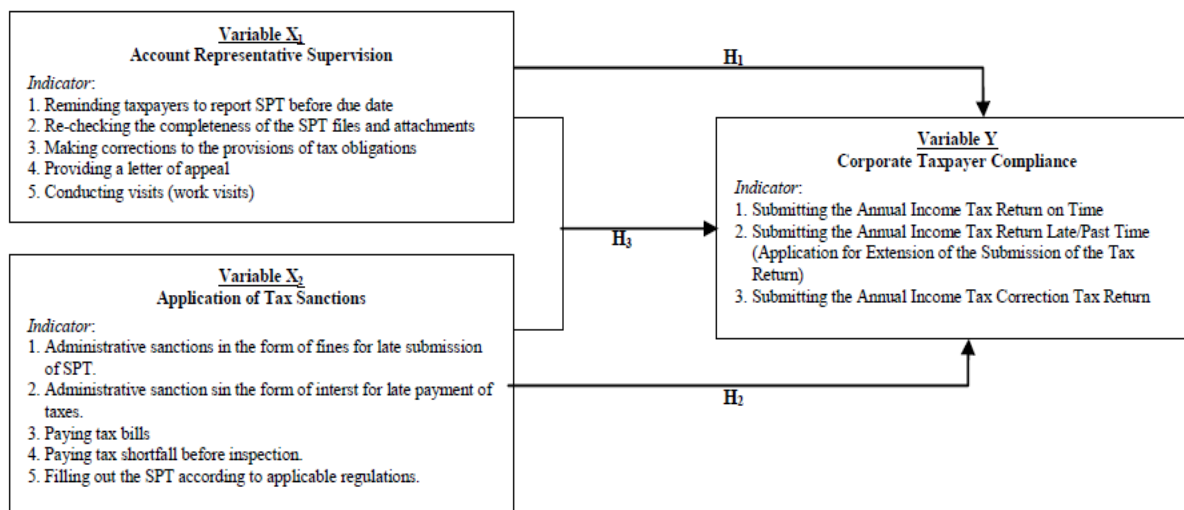


Figure 1: Research Framework

## Hypotheses

The research hypotheses are as follows:

**H1.** Account Representative supervision has a positive and significant effect on corporate taxpayer compliance.

**H2.** The application of Tax Sanctions has a positive and significant effect on corporate taxpayer compliance.

**H3.** Account Representative Supervision and Application of Tax Sanctions have a significant effect on corporate taxpayer compliance.



### 3. RESEARCH METHOD

#### Variables and Operational Definitions

The variables of this research consisted of 2 (two) types, namely the independent variable and the dependent variable. The variables used in this study are:

- a. The independent variable ( $X_1$ ) of this research is Account Representative Supervision, which is to supervise the actions of taxpayers in fulfilling their tax obligations. Account Representative supervision is measured by the following indicators:
  1. Remind taxpayers to submit SPT reports before they are due
  2. Re-check the completeness of the SPT files and attachments
  3. Make corrections to the provisions of tax obligations
  4. Provide a letter of appeal
  5. Conduct visits (work visits)
- b. The independent variable ( $X_2$ ) of this research is the application of taxation sanctions, which are tax administration sanctions in the form of fines and interest due to late submission of annual tax returns. The indicators used in measuring the Application of Tax Sanctions are:
  1. Administrative sanctions in the form of fines for late submission of SPT
  2. Administrative sanctions in the form of interest for late payment of taxes
  3. Paying tax bills
  4. Paying tax shortfall before inspection
  5. Filling out the SPT according to applicable regulations
  6. Periodic evaluation of SPT submission
- c. The dependent variable (Y) is corporate taxpayer compliance. Rahayu (2010) states that formal compliance is a condition in which the taxpayer fulfills its obligations formally in accordance with the provisions of the Taxation Law. Indicators used in measuring corporate taxpayer compliance include:

1. Submitting the Annual Income Tax Return on Time
2. Submitting the Annual Tax Return Late / Overdue (Application for Extension of the Submission of the Tax Return)
3. Submitting the Corrected Annual Income Tax Return

Furthermore, the indicators of the variables are made in the form of a questionnaire and each alternative answer to the questionnaire is given a score using a Likert scale:

1. Alternative answer (SS) Strongly Agree is given a score of 5
2. Alternative answer (S) Agree is given a score of 4
3. Alternative answer (KS) Disagree is given a score of 3
4. Alternative answer (TS) Disagree is given a score of 2
5. Alternative answer Strongly Disagree (STS) is given a score of 1

#### Method of collecting data

The population in the study were corporate taxpayers who were obliged to submit SPT (annual notification letters) at the Teluk Betung Primary Tax Office, totaling 1,938 taxpayers. With the Slovin formula (Sevilla et al., 2007), a sample of ninety-five (95) taxpayers was obtained.

In the data collection method, we use a survey method using a questionnaire that has been prepared.

#### Analysis Model

The analysis model used is a Linear Multiple Regression Model.

$$Y = b_0 + b_1X_1 + b_2X_2 + e_t$$

Y = Corporate Taxpayer Compliance  
 $X_1$  = Account Representative Supervision  
 $X_2$  = Application of Tax Sanctions  
 $e_t$  = error term

Partial hypothesis testing (hypothesis 1 and hypothesis 2) uses the Student's  $t_{test}$ , while simultaneous hypothesis testing (hypothesis 3) uses the Fisher statistical test ( $F_{test}$ ). Statistical testing was carried out at a significant level of 5%.

## 4. RESULTS AND DISCUSSION

### Description of Account Representative Supervision

The distribution of respondent's answer data to the *Account Representative Supervision* variable shows that as many as 8 (8.42%) of the respondents stated that the Account Representative's Supervision carried out at KPP Pratama Teluk Betung was in the very good category, as many as 39 (41.05%) respondents stated that the Account Representative's supervision in the good category, as many as 32 (33.68%) respondents stated that the Account Representative's supervision was in the quite good category, as many as 10 (10.53%) respondents stated that the Account Representative's supervision was in the bad category and as many as 6 (6.32%) respondents stated that the Account Representative's supervision was in the very bad category. Thus, most respondents considered that the Account Representative supervision carried out by KPP Pratama Teluk Betung was in the good category. Thus, it can be stated that in general the Account Representative's supervision has been felt good

### Description of Tax Sanctions Application

Description of the respondent's answer data on the Tax Sanctions Application variable showed that as many as 9 (9.47%) respondents stated that the application of tax sanctions at the KPP Pratama Teluk Betung was in the very good category, as many as 47 (49.47%) respondents were in the good category, As many as 19 (49.47%) respondents stated that the application of taxation sanctions was in the quite good category, as many as 18 (18.95%) respondents stated that the application of tax sanctions was in the bad category, and only 2 (2.11%) respondents stated fall into the very bad category. These results state that most respondents considered that the application of tax sanctions at KPP Pratama Teluk Betung was in the good category. This means that the application of good tax sanctions at KPP

Pratama Teluk Betung can support the implementation of corporate taxpayer compliance.

### Description of Corporate Taxpayer Compliance

Description of the respondent's answer data on the variable of corporate taxpayer compliance shows that as many as 14 (14.74%) of respondents stated that the compliance of corporate taxpayers at KPP Pratama Teluk Betung is in the very good category, as many as 43 (45.26%) of respondents stated compliance corporate taxpayers are included in the good category, as many as 24 (25.26%) respondents stated that corporate taxpayer compliance is in the good enough category, as many as 12 (12.63%) respondents stated that corporate taxpayer compliance was included in the category not good and 2 (2.11%) respondents who stated that corporate taxpayer compliance was in the very bad category. Thus, most of the respondents considered that the compliance of corporate taxpayers at KPP Pratama Teluk Betung was in the good category. This means that the supervision and tax sanctions given so far have an impact on corporate taxpayer compliance.

### Linear Multiple Regression Model

#### Analysis

#### Empirical Model:

$$Y = 10,89 + 0,409X_1 + 0,309X_2$$

$$tX_1 = 3,621, \text{Sig. } X_1 = 0,000$$

$$tX_2 = 2,828, \text{Sig. } X_2 = 0,000$$

$$F = 35,540 \text{ Sig.} = 0,000$$

$$R^2 = 0,436$$

$$t_{\text{table}} \alpha = 0,05 \text{ and } df=93 \text{ is } 1.662.$$

$$F_{\text{table}} \alpha = 0,05 \text{ and } df_1=2, df_2=94 \text{ is } 3.07.$$

From the empirical model, it can be seen that Account Representative Supervision and Application of Tax Sanctions have a positive effect on Corporate Taxpayer Compliance which is relatively bigger than the Application of Tax Sanctions.

### **Partial Hypothesis Testing ( $t_{test}$ )**

Based on this comparison, hypothesis 1 and hypothesis 2 can be accepted. This means that partially the supervision carried out by the Account Representative ( $X_1$ ) and the application of tax sanctions ( $X_2$ ) have a significant effect on the compliance of taxpayers of KPP Pratama Teluk Betung.

### **Simultaneous Hypothesis Testing ( $F_{test}$ )**

Based on this comparison, hypothesis 3 is accepted. This means that the supervision of the Account Representative and the implementation of tax sanctions together have a significant effect on the compliance of taxpayers of KPP Pratama Teluk Betung.

The value of  $R^2 = 0.436$  means that the ability of the Account Representative Supervision and Tax Sanctions Application variables to explain the variation in the value of Corporate Taxpayer Compliance in the model is 43.6%, while 56.4% of the variation in the value of Corporate Taxpayer Compliance is explained by other variables that are not included in the Research Model. The magnitude of the  $R^2$  value also reflects the model's predictive ability to explain this phenomenon which is not very high.

### **Interpretation**

The results showed that the Account Representative's supervision had a positive and significant effect on the compliance of corporate taxpayers at the KPP Pratama Teluk Betung. This means that if the Account Representative's supervision is improved properly, corporate taxpayer compliance will experience a better increase as well. Account Representative (AR) is an officer on duty at the Primary Tax Office who has implemented a modern administrative system. Account Representative is the spearhead of the Directorate General of Taxes (DJP) service. AR acts as a liaison between taxpayers and DJP and has a very important role and duty in securing state revenue. According to the Regulation of the Minister of Finance

Number 79/PMK.01/2015, the Account Representative who carries out the function of monitoring and exploring the potential of the Taxpayer has the following duties:

- a. Supervise taxpayer compliance with tax obligations;
- b. Prepare a taxpayer profile;
- c. Taxpayer performance analysis; and
- d. Taxpayer data reconciliation in the context of intensification and appeal to taxpayers.

Hopefully, the AR function can improve taxpayer compliance. AR is expected to be able to carry out its functions properly so that it can produce excellent service. This excellent service is expected to increase taxpayers' self-awareness, so that they can voluntarily increase their compliance with tax obligations.

KPP Pratama Teluk Betung is one of the Modern KPPs which functioned after tax modernization was carried out. So, there is also AR who is tasked with providing education, assistance, and supervision to taxpayers to improve taxpayer compliance.

The results also show that the aspect of applying tax sanctions has a significant effect on corporate taxpayer compliance at Teluk Betung Pratama KPP. This means that if the application of tax sanctions is improved properly, corporate taxpayer compliance will also increase properly. The implementation of the developed tax sanctions will support the implementation of good corporate taxpayer compliance in the implementation of the main duties and functions that must be carried out.

The level of taxpayer compliance can be influenced by several factors. Among them are the perception of taxpayers about tax sanctions and taxpayer awareness. There are laws that regulate general provisions and procedures for taxation. In order for tax regulations to be obeyed, there must be tax sanctions for violators. Taxpayers will fulfill their tax obligations if they view that the tax sanctions will be more detrimental to them (Muliari & Setiawan, 2011).

In the self-assessment system, taxpayers are expected to voluntarily pay



and report payable taxes in accordance with applicable laws and regulations without depending on the existence of a tax assessment. It is also the duty of the Directorate General of Taxes to supervise taxpayer compliance. Through the activities of monitoring and testing of tax compliance, it is often found that underpaid or unreported taxes are found, so that the Directorate General of Taxes must collect tax administration fines or sanctions through the issuance of a Tax Assessment Letter (SKP) or Tax Collection Letter (STP). As part of coaching taxpayers, law enforcement is also used as a tool to create a sense of justice in society and create a deterrent effect. Therefore, the focus of the problem in this study is the number of tax bills issued by KPP Pratama Teluk Betung for corporate taxpayers which is one of the determinants of the level of taxpayer compliance.

Fulfillment of tax obligations does not stop at paying taxes, but also fulfills other stages from start to finish. The stages referred to include registering to obtain a Taxpayer Identification Number (NPWP), calculating taxes, paying taxes, and reporting SPT. Compliance in fulfilling tax obligations can be defined as the fulfillment of all stages without exception. We also recognize that taxes are a mandatory contribution to the State so that they can be enforced.

## **5. CONCLUSIONS AND IMPLICATIONS**

### **Conclusion**

Based on the results of research and discussion, it can be concluded as follows:

1. Respondents dominantly assess that the supervision of the Account Representative of employees at KPP Pratama Teluk Betung is good. Account Representative supervision has a positive effect on corporate taxpayer compliance at KPP Pratama Teluk Betung.
2. Respondents predominantly considered that the application of tax sanctions that had developed at KPP Pratama Teluk

Betung was good. The application of tax sanctions has a positive effect on the compliance of corporate taxpayers at KPP Pratama Teluk Betung.

3. Supervision of Account Representatives and Application of tax sanctions have a positive effect on corporate taxpayer compliance at KPP Pratama Teluk Betung.

### **Implication**

Some of the implications in this research are as follows:

1. Account Representative supervision has a positive effect on corporate Taxpayer compliance. Therefore, it is necessary to increase the role of AR in the supervisory function by:
  - a. Creating Standard Operational Procedures for more effective and efficient supervision.
  - b. Uniformity of ways of monitoring corporate taxpayers.
  - c. Supervising is more preventive, persuasive and intensive in nature.
  - d. Creating a systematic and automatic taxpayer compliance monitoring tool that can detect early if the taxpayer has an indication of decreasing compliance.

In general, taxpayers become more obedient if they are always supervised.

2. The application of Tax Sanctions has a positive effect on corporate Taxpayer compliance. Therefore, the implementation of these sanctions must be optimized in the following ways:
  - a. To avoid the issuance of sanctions, the tax service office sends a message (SMS blast) regarding the due date for reporting and/or tax payments.
  - b. The issuance of STP is done immediately if the taxpayer is late and/or does not submit the SPT.
  - c. The application of Tax Sanctions must be fair and equitable for all taxpayers.
  - d. Make a nominative list of corporate taxpayers in the category of large

(prominent) Taxpayers who are late and/or do not report.

- e. Provide rewards to taxpayers who always fulfill their tax obligations.

Taxpayers are more obedient because they do not want to be subject to tax sanctions.

## REFERENCES

1. Castro, Lucio and Scartascini, Carlos (2015). Tax compliance and enforcement in the pampas evidence from a field experiment. *Journal of Economic Behavior & Organization* Volume 116.
2. Directorate General of Taxes, Circular letter of Directorate General of Taxes Number SE-39/PJ/2015 concerning Taxpayer Supervision In The Form Of Demand Explanation Of Data And / Or Description, And Visit To Taxpayers
3. Gunadi. 2002. *Pajak Penghasilan*. Jakarta: salemba empat
4. Hitagaol, John, 2007. *Perpajakan Isu-isu Kontemporer*, Jakarta: Graha Ilmu
5. Ilyas, B. Wirawan dan Burton, Richard. 2010. *Hukum Pajak*. Jakarta: Salemba Empat.
6. Kirchler, Erich; Kogler, Christoph and Muehlbacher, Stephan (2014). *Cooperative Tax Compliance: From Deterrence to Deference*. *Current Directions in Psychological Science*, SAGE Publications Inc. Vol. 23(2)
7. Minister of Finance, Decree of the Minister of Finance Number 98/KMK.01/2006 concerning Account Representatives at Tax Service Offices that have Implemented Modern Organizations
8. Minister of Finance, Regulation of Finance Minister Number - 79/PMK.01/2015 concerning Account Representatives at the Tax Office
9. Muliari, Ni Ketut and Setiawan, Putu Ery, 2011 Pengaruh Persepsi Tentang Sanksi Perpajakan Dan Kesadaran Wajib Pajak Pada Kepatuhan Pelaporan Wajib Pajak Orang Pribadi Di Kantor Pelayanan Pajak Pratama Denpasar Timur. *Jiab. Jurnal Ilmiah Akuntansi dan Bisnis* Vol.6 No. 11.
10. Rahayu, Siti Kurnia. 2010. *Perpajakan Indonesia: Konsep dan. Aspek Formal*, Yogyakarta: Graha Ilmu
11. Sevilla, Consuelo G. et. al, 2007. *Research Methode*. Rex Printing Company, Quezon City
12. Widodo, Widi, 2010. *Moralitas, Budaya danKepatuhan Pajak*, Bandung, Alfabeta.
13. Witte, Ann D and Woodburry, Diane F. (1985). The Effect of Tax Laws and Tax Administration on Tax Compliance: The Case of the U.S. Individual Income Tax. *National Tax Journal*, National Tax Association. Vol. 38, No. 1

How to cite this article: Defrizal D, Wibowo HNB, Rizal S. The influence of account representative supervision and the implementation of tax sanctions on compliance of taxpayers in KPP 'PRATAMA' Teluk Betung. *International Journal of Research and Review*. 2021; 8(2): 370-379.

\*\*\*\*\*