



The Impact of Electronic Tax System Implementation on Corporate Taxpayer Compliance in North Makassar

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Abstract. Research This aiming For analyze influence implementation system taxation electronics and knowledge tax to compliance tax, with capacity technology and infrastructure as variable moderation at the North Makassar Pratama Tax Service Office. Using method quantitative descriptive, research This involving 87 registered Taxable Entrepreneurs, with election sample through convenience sampling. Primary data was collected through questionnaire distributed direct to respondents. Data analysis was carried out with multiple linear regression For test hypothesis implementation system taxation electronics and regression moderation For test its influence is moderated by capacity technology and infrastructure. The results of the research conducted show that implementation system taxation electronic in a way significant increase compliance tax at the North Makassar City Primary Tax Service Office, so that hypothesis First accepted. The more tall use system this, increasingly tall compliance tax Because make it easier reporting. Knowledge taxes also have an effect positive to compliance, acceptance hypothesis second. Improvement understanding public about tax through socialization and training important For build culture compliance. Hypothesis third accepted, shows capacity technology and infrastructure to moderate connection between implementation system electronics and compliance tax, with mark significance of 0.046. Finally, the hypothesis the fourth is also accepted, because capacity This to moderate connection knowledge taxes and compliance, with mark significance 0.039.

Keywords: *E-Tax, Tax Knowledge, Tax Compliance, Capacity Technology.*

1. Introduction

Tax is a financial contribution from the public to the state, provided in the form of money rather than goods, and regulated by laws and regulations governing its implementation, without any direct reward from the government. Taxes are utilized to finance government activities and serve the public interest.

To achieve the state's revenue targets, the Directorate General of Taxes (DGT) under the Ministry of Finance of the Republic of Indonesia, through the Pratama Tax Service Office (KPP), is tasked with managing tax collection. One type of tax related to public consumption is the Value Added Tax (VAT). VAT is imposed indirectly on the consumption of goods and services within the country. When people purchase goods or services subject to VAT, they pay the tax without directly realizing it, as VAT is included in the purchase price (Mardiasmo, 2016).

Taxation is dynamic and evolves alongside changes in the social and economic aspects of the country and society. Tax reforms are needed to increase state revenue by improving policies, ensuring transparency, promoting communication and participation, and amending tax regulations. These reforms aim to expand the tax base, optimize revenue potential, and ensure social justice while delivering excellent service to taxpayers.

Each year, the tax revenue target is expected to increase. To meet this, the DGT has pursued policies and administrative reforms to maximize revenue potential. Tax reporting is carried out through the Annual Tax Return (SPT), and taxpayer compliance is assessed based on the timeliness and accuracy of reporting (Suhartanto & Morasa, 2019). However, tax compliance levels in Indonesia remain relatively low, as indicated by suboptimal tax revenue performance, a low tax ratio, and a significant tax gap.

In the era of globalization, the government must quickly adapt to advancements in information systems to meet the public's demand for improved services. Supported by technological and media progress, the DGT has reformed Indonesia's taxation system by implementing digital solutions, such as e-Tax services and the e-SPT (Electronic Tax Return). These modernization efforts aim to expedite tax payment and reporting processes.

The implementation of the e-SPT system is influenced by various factors, including the perceived benefits, ease of use, and supporting conditions. Analyzing taxpayer behavior regarding the use of the e-SPT system can provide insights into how these factors influence their compliance levels (Sari, 2014).

The adoption of the Electronic Taxation System (e-Tax) in Indonesia represents a strategic government initiative to enhance the efficiency of tax administration and improve taxpayer compliance. The implementation of e-Tax at Tax Service Offices (KPP) is intended to simplify the reporting and payment process for corporate income taxes while simultaneously reducing human error and minimizing opportunities for corruption.

The taxpayer compliance ratio for users of the electronic taxation system during the 2018–2020 period is presented in the table below.

Table 1. Ratio Compliance Users Electronic Taxation

Year	Number of Taxpayers	Users System electronic taxation (person)	Ratio Compliance (%)
2018	36,446,616	8,954,122	60.82%
2019	39,151,603	8,816,346	72.64%

2020	42,476,485	9,152,817	71.10%
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Source : Report DJP Annual Report

The table above shows that the number of taxpayers using the electronic taxation system increased each year from 2018 to 2020. However, the taxpayer compliance ratio actually declined from 2019 to 2020.

Taxpayer compliance is a critical factor in achieving tax revenue targets. The higher the level of taxpayer compliance, the greater the potential tax revenue; conversely, lower compliance can lead to reduced revenue. Nevertheless, one of the major obstacles that can hinder the effectiveness of tax revenue collection is the issue of taxpayer compliance.

Table 2. Submission of Annual Tax Return to KPP

Information	Amount
Annual Tax Return Amount	6,994,017
Taxpayers Who Submit Tax Returns via e-filing	6,585,816
Taxpayers who submit SPT via KPP (paper)	408.201

Source : North Makassar Pratama Tax Office

The table above shows that there are still many taxpayers who submit their Annual Tax Returns (SPT) manually through the Tax Office, resulting in a compliance ratio that has not yet met the government's set targets. This occurs despite the expectation that electronic taxation (e-Tax services) would accelerate taxpayer compliance. However, the implementation of the electronic taxation system has not been without challenges. Some taxpayers remain reluctant to use electronic applications, even though these systems are designed to be simple and efficient.

Parso (2024) found that the e-Invoice system positively influences Taxable Entrepreneurs' compliance by 31.3%. Similarly, Suriyati (2022) revealed that the implementation of e-filing at the West Makassar Tax Office facilitates easier SPT reporting and enhances taxpayer compliance. Syam and Wahyuni (2024) also demonstrated that the performance of account representatives and the e-system significantly influences compliance at the Makassar Medium Tax Office. Seran and Sudrajat (2022) reported that e-Tax and tax services at KPP Pratama Atambua contribute to improving taxpayer compliance.

Additionally, Brilliant et al. (2022) and Hari et al. (2023) emphasized that digital innovation is crucial for enhancing compliance, while Ramadhani et al. (2022) highlighted that tax socialization and electronic taxation systems play mediating roles. However, Mimi and Mulyani (2022) found that tax supervision does not have a significant impact. Aryansah et al. (2023) concluded that e-Tax services are effective

in increasing tax compliance and awareness, particularly through improved implementation processes, although Kusumawaty (2023) noted that service quality does not always have a significant influence.

2. Literature Review

2.1 Taxes

Taxes are mandatory contributions from citizens to the government to finance the state's routine expenditures, with any remaining funds allocated for public welfare. According to Article 1 Paragraph 1 of Law No. 28 of 2007 concerning General Provisions and Tax Procedures (KUP), taxes are compulsory contributions to the state by individuals or entities, enforced by law, and utilized to meet state needs and achieve the welfare of the people (Resmi, 2016).

Taxation is a levy that must be paid by the public to the state in the form of money, regulated by law, without direct compensation, and intended for the public interest and welfare (Mardiasmo, 2018). According to Prof. Dr. Rochmat Soemitro, SH, as cited in Mardiasmo (2018), tax is a compulsory contribution based on legal provisions, enforced by the state, and used to finance government expenditures without providing direct benefits to the taxpayers.

As a civic obligation, taxes play a crucial role in supporting state finances. The funds collected through taxation are used to finance various public programs and services aimed at improving overall public welfare. Although no direct rewards are given to individual taxpayers, the benefits of tax payments are widely experienced by society through the provision of infrastructure, healthcare services, education, and other social programs (Waluyo, 2013).

Taxes also play a vital role in state development, particularly in funding national development efforts, as they constitute a major source of state revenue. Resmi (2016) identifies several functions of taxes: the budgetary function, regulatory function, stabilization function, and redistributive function. The tax collection system is a mechanism used to determine the amount of tax that must be paid by taxpayers to the government. According to Muyassaroh (2013), there are three types of tax collection systems implemented in Indonesia:

- Self-Assessment System, where taxpayers calculate, pay, and report their own tax obligations;
- Official Assessment System, where the tax authority determines the amount of tax due; and
- Withholding System, where third parties (such as employers) are assigned to withhold and remit taxes on behalf of taxpayers.

2.2 Taxpayer Compliance

According to the Directorate General of Taxation, a taxpayer refers to an individual or entity, including taxpayers and tax collectors, who has taxation rights and obligations in accordance with applicable laws and regulations. Law No. 11 of 2016 concerning General Provisions and Tax Procedures (UU KUP) Article 1 Paragraph 2 defines a taxpayer as an individual or entity that has taxation rights and obligations under tax laws and regulations.

Taxpayers are classified into several types, including:

1. Individual Taxpayers
Individual taxpayers are persons who earn income from business activities or employment, such as employees or workers, whose income exceeds the Non-Taxable Income (PTKP) threshold and who possess a Taxpayer Identification Number (NPWP).
2. Corporate Taxpayers
Corporate taxpayers refer to groups of individuals or organizations that pool resources and capital for conducting business activities, whether actively engaging in business operations or not, and are subject to tax regulations.

Voluntary tax compliance means that taxpayers are responsible for fulfilling their tax obligations accurately and on time without coercion. According to Tahar and Rachman (2014), tax compliance involves more than a simple agreement between the government and taxpayers; it requires active and responsible participation from taxpayers. Hastuti and Nuryati (2020) describe compliance as adherence to established rules, while Susyanti and Anwar (2020) further classify tax compliance into two types:

- Formal Compliance, which refers to fulfilling obligations according to legal procedures; and
- Material Compliance, which involves complying with the substantive intent of the law.

Taxes serve several critical functions: the budgetary function (to fund development), the regulatory function (to regulate the economy), the stabilization function (to maintain price stability), and the redistributive function (to redistribute income) (Sari, 2019).

Tax compliance reflects the fulfillment of obligations according to the prevailing regulations.

2.3 Corporate Income Tax

According to Mardiasmo (2018:60), Income Tax (PPh) is a tax imposed on individuals, companies, or other legal entities based on the income they earn. The legal basis for Income Tax is Law No. 7 of 1983, which has undergone several

amendments through Law No. 7 of 1991, Law No. 10 of 1994, Law No. 17 of 2000, and most recently Law No. 36 of 2008.

Several types of Income Tax (PPh) include; Income Tax Article 15, Income Tax Article 19, Income Tax Article 21, Income Tax Article 22, Income Tax Article 23, Income Tax Article 24, Income Tax Article 25, Income Tax Article 26, Income Tax Article 29, Income Tax Article 6, Income Tax Article 9, and Final Income Tax (Article 4 Paragraph 2)

According to Law No. 36 of 2008 on Income Tax, corporate taxpayers are subject to tax on the income they earn. This income includes any increase in economic capacity received or obtained by a corporate taxpayer, whether sourced domestically or internationally. Such income can be used for various purposes, including wealth accumulation, consumption, or investment. A corporate taxpayer refers to a group of people or capital forming a single entity, whether conducting business activities or not. Examples of corporate taxpayers include Limited Liability Companies (PT), Limited Partnerships (CV), other types of limited liability entities, State-Owned Enterprises (BUMN), Regional-Owned Enterprises (BUMD), and Permanent Establishments (PEs).

As stated in Law No. 36 of 2008 Article 2 Paragraph 2, and cited by Siti Resmi (2015), tax subjects are either individuals or entities subject to taxation. Income tax is imposed on these tax subjects based on the income they receive during the tax year. Based on Law No. 36 of 2008 Article 2 Paragraph 2, tax subjects include:

- Entities established or domiciled in Indonesia
- State-Owned Enterprises (BUMN) and Regional-Owned Enterprises (BUMD), regardless of their names and forms
- Firms, partnerships, cooperatives, pension funds, associations, foundations, mass organizations, socio-political organizations, or similar entities.
- Other forms of organizations, including mutual funds.

3. Research methods

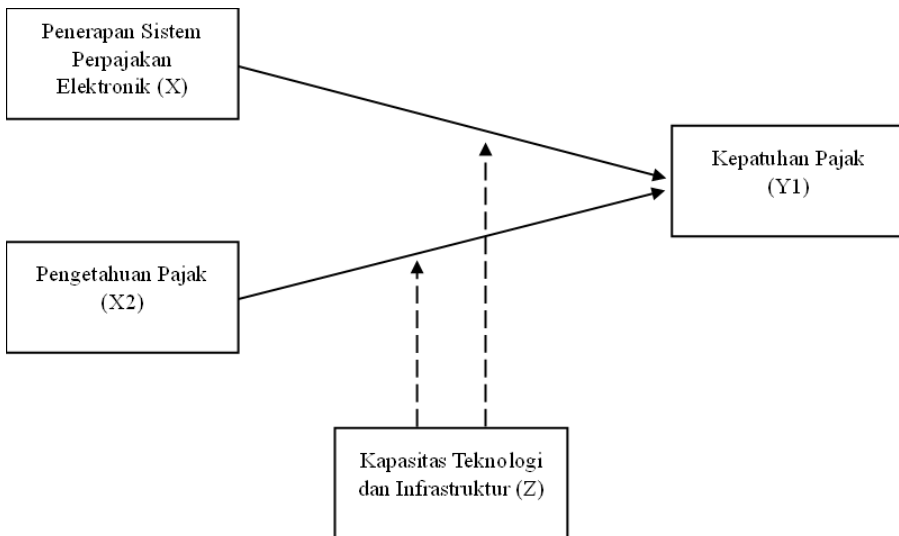
This study is quantitative research using a descriptive approach. The population under study consists of Taxable Entrepreneurs registered at the North Makassar Pratama Tax Service Office.

The sample was selected using a convenience sampling method, meaning samples were taken based on ease of access. The research sample consisted of 87 Taxable Entrepreneurs who visited the North Makassar Pratama Tax Service Office. The data used in this study is primary data, collected through surveys by distributing questionnaires directly to the respondents.

For data analysis, multiple linear regression and moderated regression analysis (with interaction tests) were employed. Multiple linear regression was used to test the hypotheses regarding the influence of the implementation of the electronic taxation system on tax compliance and corporate income tax reporting. Moderated regression analysis with interaction tests was applied to examine the moderating effect of technology and infrastructure capacity on the relationship between the implementation of the electronic taxation system and tax compliance.

Based on the explanation above, the conceptual framework for this study can be illustrated in the following diagram:

Figure 1. Framework Conceptual



4. Research result

4.1 Validity Test

In this study, the total sample size (n) is 87 respondents. The degrees of freedom (df) can be calculated as $87 - 2 = 85$. With $df = 85$ and a significance level (alpha) of 0.05, the r-table value is 0.2108. Therefore, an item is considered valid if its calculated r-value (r-count) is greater than 0.2108.

The results of the data validity test in this study are presented in the following table:

Table 3. Validity Test Variables

Variable	Item	r count	R table	Information
Implementation of Electronic Tax System	X1.1	0, 621	0.2108	Valid
	X1.2	0, 643	0.2108	Valid
	X1.3	0, 673	0.2108	Valid
	X1.4	0, 598	0.2108	Valid
	X1.5	0, 703	0.2108	Valid
	X1.6	0, 769	0.2108	Valid
	X1.7	0, 745	0.2108	Valid
	X1.8	0, 662	0.2108	Valid
	X1.9	0, 718	0.2108	Valid
	X1.10	0, 749	0.2108	Valid
Tax Knowledge	X2.1	0, 686	0.2108	Valid
	X2.2	0, 752	0.2108	Valid
	X2.3	0, 730	0.2108	Valid
	X2.4	0, 712	0.2108	Valid
	X2.5	0,757	0.2108	Valid
	X2.6	0, 729	0.2108	Valid
	X2.7	0, 721	0.2108	Valid
	X2.8	0, 719	0.2108	Valid
	X2.9	0, 686	0.2108	Valid
	X2.10	0, 595	0.2108	Valid
Tax Compliance	Y.1	0, 775	0.2108	Valid
	Y.2	0, 770	0.2108	Valid
	Y.3	0, 864	0.2108	Valid
	Y.4	0, 820	0.2108	Valid
	Y.5	0, 495	0.2108	Valid

Source : Primary data processing, 2024

Based on the table, it can be seen that all statement items have positive correlation coefficients and values greater than the r-table threshold. This indicates that the data collected is valid and can be used for further data analysis.

4.2 Reliability Test

The reliability test was conducted using Cronbach's Alpha method. An instrument is considered reliable if it has a reliability coefficient of 0.60 or higher. The results of the data reliability test are presented in the following table:

Table 4. Reliability Test Results

N	Variables	Cronbach' Alpha	Information
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1	Implementation of Electronic Taxation System		0855	Reliable
2	Tax Knowledge		0.879	Reliable
3	Tax Compliance		0.799	Reliable

Based on the table, it can be seen that the Cronbach's Alpha values for all variables are greater than 0.60. Therefore, it can be concluded that the questionnaire instrument used in this study is reliable for measuring the variables of electronic taxation system implementation, tax knowledge, and tax compliance.

4.3 Normality Test

The normality test was conducted to determine whether the residual values are normally distributed. The statistical method used was the one-sample Kolmogorov-Smirnov test, where a significance value greater than 0.05 indicates normal distribution. The results of the normality test show that the residuals are normally distributed.

Table 5. Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		87
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	1.75687544
Most Extreme Differences	Absolute Positive	,096
	Absolute Negative	,060
	Positive	-,096
Kolmogorov-Smirnov Z	Asymp. Sig. (2-tailed)	,893
		,403

Source : Primary data processing, 2024

Based on the table, it can be seen that the data is normally distributed. This is confirmed by the results of the Kolmogorov-Smirnov statistical test. At the 5% confidence level, the significance value obtained is 0.403. Since the significance value is greater than 0.05, it can be concluded that the data is normally distributed.

4.4 Hypothesis Testing

The analysis technique used to test Hypotheses H1 and H2 was multiple regression analysis, with the independent variables being the implementation of the electronic taxation system and tax knowledge. Meanwhile, to test Hypotheses H3 and H4, moderation analysis was employed using an interaction test approach.

Table 6. Coefficient Test Results Determination (R^2)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,693 ^a	,480	,468	1.78397

(a) Predictors: (Constant), Applicability system taxation Electronics, Tax Knowledge

Based on the table above, the R Square value of the regression model is 0.480. This value indicates the extent to which the independent variables can explain the variation in the dependent variable. An R Square of 0.480 means that 48.0% of the variation in tax compliance is influenced by the implementation of the electronic taxation system and tax knowledge. The remaining 52.0% is influenced by other variables that were not examined in this study.

Table 7. T-Test Results

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	3,019	2,096		1,441	,153
1 Implementation of electronic tax system	,182	,081	,292	2,232	,028
Tax knowledge	,253	,076	,437	3,338	,001

(a) Dependent Variable: Tax Compliance

Based on the table above, the data can be analyzed using the following multiple linear regression model:

$$Y = a + bX_1 + bX_2$$

$$Y = 3.019 + 0.182X_1 + 0.253X_2$$

- Y* = Tax compliance
- X1* = Implementation of Electronic Taxation System
- X2* = Tax knowledge
- a* = Constant
- b1 and b2* = Coefficients Regression

1. Based on the results, the t-value for the variable implementation of the electronic taxation system is 2.232, which is higher than the t-table value of 1.988 (2.232 > 1.988). With a significance probability level of 0.028, which is less than 0.05, H1 is accepted, and the coefficient shows a positive influence. This indicates that the implementation of the electronic taxation system has a positive and significant impact on tax compliance. This research demonstrates that improvements in the implementation of the electronic taxation system contribute to higher tax compliance among business taxpayers.
2. Similarly, the t-value for the variable tax knowledge is 3.338, which exceeds the t-table value of 1.989 (3.338 > 1.989). With a significance probability level of 0.001, which is also less than 0.05, H2 is accepted, and the coefficient indicates a positive influence. This means that tax knowledge has a positive and significant impact on tax compliance. The results show that a higher level of tax knowledge leads to improved tax compliance.

Table 8. F Test Results

ANOVA ^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	247,079	2	123,539	38,818	,000 ^b
Residual	267,335	84	3,183		
Total	514,414	86			

(a) *Dependent Variable: Tax Compliance*

(b) *Predictors: (Constant), Implementation system Taxation Electronics, Tax Knowledge*

Based on the table, the F-count result is 38.818 with a significance level of 0.000, which is less than 0.05. Since the calculated F-value (38.818) is greater than the F-table value of 3.111 (with degrees of freedom $df_1 = 4 - 1 = 3$ and $df_2 = 87 - 2 = 85$),

it can be concluded that the implementation of the electronic taxation system and tax knowledge, taken together, have a significant influence on tax compliance.

4.5 Regression Test Results Moderation with Interaction Test Approach or Moderated Regression Analysis (MRA)

Table 9. Coefficient Test Results

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,804 ^a	0,646	0,624	1.49996

(a) Predictors: (Constant), X2_M, Zscore : Progress Technology, Zscore : E-Tax, X1_M, Zscore : Knowledge

Based on the table above, the R Square value of the moderation regression model is used to determine the extent to which the moderating variable explains the relationship between the independent and dependent variables, or how much the independent variables influence the dependent variable with the support of the moderating variable.

From the table, it can be seen that the R Square value is 0.646, or 64.6%. This indicates that 64.6% of the variation in tax compliance is explained by the variables of E-Tax implementation, Tax Knowledge, and Technological Progress. The remaining 35.4% is influenced by other variables that were not examined in this study.

Table 10. Simultaneous F Test Results

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	332,174	5	66,435	29,528	,000 ^b
	Residual	182,240	81	2,250		
	Total	514,414	86			

(a) Dependent Variable: Tax Compliance

(b) Predictors: (Constant), X2_M, Zscore : Progress Technology, Zscore : E-Tax, X1_M, Zscore : Tax Knowledge

Based on the table above, the F-count value is 29.528 with a probability (significance) level of 0.000, which is smaller than the expected significance level of 0.05. This indicates that the variables E-Tax implementation, Tax Knowledge, and Technological Progress simultaneously have a significant influence on tax compliance within the jurisdiction of the North Makassar Pratama Tax Service Office.

Table 11. Results of the t-Test – Partial Test

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	19,44	,327		59,47	,00
Zscore: E-Tax	2	,276		8	0
Zscore: Tax Knowledge	,778	,279	,318	2,821	,00
1	1,141	,169	,467	4,088	6
Zscore: Technological Advancement	-,259	,358	-,106	-	,00
X1_M	,725	,340	,213	1,535	0
X2_M	,713		,222	2,026	,12
				2,098	9
					,04
					6
					,03
					9

(a) *Dependent Variable: Tax Compliance*

Based on the table above, the interpretation and discussion of the research hypotheses (H3 and H4) are as follows:

1. The results of the Moderated Regression Analysis (MRA) presented in the table show that the moderated variable X1M has a t-value greater than the t-table value. Specifically, the calculated t-value is 2.026, while the t-table value is 1.98861, with a significance level of 0.046 (< 0.05). This indicates that the variable Technological Progress and Infrastructure is capable of moderating the relationship between the implementation of the electronic taxation system and tax compliance. Thus, the third hypothesis (H3) in this study is proven and accepted.
2. Similarly, the MRA test results show that the moderated variable X2M also has a t-value greater than the t-table value, with a calculated t-value of 2.098 compared to the t-table value of 1.989, and a significance level of 0.039 (<

0.05). This indicates that Technological Progress and Infrastructure can moderate the relationship between tax knowledge and tax compliance.

Therefore, the fourth hypothesis (H4) in this study is also proven and accepted.

5. Discussion

5.1 The Influence of Electronic Taxation System Implementation on Tax Compliance

The electronic taxation system, which involves the use of information technology for tax reporting, payment, and administration processes, is designed to enhance efficiency and transparency in managing tax obligations. By utilizing digital platforms, the government can minimize the risk of data manipulation and accelerate administrative processes related to taxation.

On the taxpayer's side, this system offers greater convenience in fulfilling their obligations, such as submitting Annual Tax Returns (SPT) and making tax payments, through a more integrated and real-time system. The implementation of electronic taxation systems has the potential to improve tax compliance by reducing administrative burdens on taxpayers and facilitating easier access and monitoring by tax authorities.

However, the effectiveness of electronic taxation systems in improving compliance also depends on factors such as the level of technological literacy among taxpayers, system security, and the availability of adequate digital infrastructure.

The results of this study indicate that the implementation of the electronic taxation system has a positive and significant effect on tax compliance at the North Makassar Pratama Tax Service Office, thereby supporting the acceptance of the first hypothesis (H1). Higher levels of usage and application of the electronic taxation system are associated with increased tax compliance.

The implementation of the electronic taxation system has been proven to simplify tax reporting, reduce the potential for fraud, and support the modernization of tax administration by the Directorate General of Taxes. Therefore, it is expected that the implementation of electronic taxation systems will continue to be developed to further improve efficiency and transparency in tax administration and to strengthen the government's efforts to enhance tax compliance in Indonesia, particularly in Makassar City.

5.2 The Influence of Tax Knowledge on Tax Compliance

Tax knowledge plays an important role in improving tax compliance among taxpayers. Taxpayers who have a good understanding of tax rules, regulations, and

procedures tend to be more obedient in fulfilling their obligations. Tax knowledge includes an understanding of how to calculate taxes, payment deadlines, and the sanctions that may be imposed in case of violations.

When taxpayers possess sufficient knowledge about their rights and obligations, they are more motivated to report and pay taxes accurately and on time. Conversely, a lack of tax knowledge often contributes to lower compliance levels, as confusion or misunderstandings regarding the applicable tax system can occur. Therefore, tax education becomes a crucial factor in efforts to increase tax compliance levels in a country.

The results of this study show that tax knowledge has a positive and significant influence on tax compliance. The analysis reveals that tax knowledge positively and significantly affects tax compliance at the North Makassar Pratama Tax Service Office, leading to the acceptance of the second hypothesis (H2). This means that the higher an individual's understanding and knowledge of taxation, the greater their compliance in fulfilling tax obligations.

Thus, efforts to improve tax knowledge through socialization programs, training sessions, and technical guidance provided by tax authorities are vital to fostering a strong culture of compliance among the public. Increasing tax knowledge not only enhances compliance but also supports the growth of state revenue through improved tax collection.

5.3 The Influence of Electronic Taxation System Implementation on Tax Compliance through Technological Capacity and Infrastructure as Moderating Variables

The implementation of the electronic taxation system (e-tax) represents a strategic step toward improving tax compliance. This system enables taxpayers to report and pay taxes digitally, making the process more efficient and transparent. However, the effectiveness of electronic taxation implementation does not solely depend on the use of technology, but also on the technological capacity and infrastructure that support it. Technological capacity and infrastructure act as moderating variables that can either strengthen or weaken the impact of e-tax implementation on tax compliance. If adequate technological infrastructure is available—such as stable internet access and user-friendly systems—the implementation of e-tax will be more effective in encouraging taxpayer compliance. Conversely, technological limitations and inadequate infrastructure can hinder the success of electronic taxation, thereby reducing its effectiveness.

The results of this study show that the third hypothesis (H3) is supported, stating that technological capacity and infrastructure moderate the relationship between the implementation of the electronic taxation system and tax compliance. The results of the moderated regression analysis (MRA) indicate that technological capacity and

infrastructure significantly moderate the effect of electronic taxation implementation on tax compliance at the North Makassar Pratama Tax Service Office.

The significance value obtained is 0.046, which is less than 0.05, confirming that the hypothesis is valid. This means that the stronger the implementation of the electronic taxation system, the greater its impact on tax compliance, with technological capacity and infrastructure serving as key contributing factors that reinforce this relationship.

5.4 The Influence of Tax Knowledge on Tax Compliance through Technological Capacity and Infrastructure as Moderating Variables

Tax knowledge plays a crucial role in influencing the level of taxpayer compliance, where individuals or business entities with a better understanding of the taxation system tend to be more obedient in fulfilling their obligations. However, with the advancement of technology, technological capacity and infrastructure have become key factors that can either strengthen or weaken the influence of tax knowledge on tax compliance.

Modern technology facilitates more efficient and transparent tax reporting and payment processes, thereby enhancing taxpayer compliance. In this context, technological capacity and infrastructure function as moderating variables that support a more effective understanding and implementation of tax obligations.

The results of this study show that technological capacity and infrastructure moderate the relationship between tax knowledge and tax compliance. The results of the moderated regression analysis (MRA) demonstrate that technological capacity and infrastructure indeed act as moderators influencing the effect of tax knowledge on compliance at the North Makassar Pratama Tax Service Office.

Thus, the fourth hypothesis (H4) is accepted. The study found that technological capacity and infrastructure significantly moderate the relationship between tax knowledge and tax compliance, as reflected by a significance value of 0.039, which is less than 0.05, confirming that the hypothesis is valid.

6. Conclusion

This study aimed to analyze the influence of the implementation of the electronic taxation system and tax knowledge on taxpayer compliance, with technological capacity and infrastructure as moderating variables, at the North Makassar Pratama Tax Service Office.

Based on the results of the analysis and discussion, the following conclusions can be drawn:

1. The implementation of the electronic taxation system has a positive and significant effect on tax compliance. The ease, efficiency, and transparency

provided by electronic tax systems help improve taxpayer compliance levels by simplifying reporting and payment processes.

2. Tax knowledge also has a positive and significant influence on tax compliance. Taxpayers with a higher understanding of tax rules, procedures, and obligations demonstrate better compliance in fulfilling their tax responsibilities.
3. Technological capacity and infrastructure moderate the relationship between the implementation of the electronic taxation system and tax compliance. Adequate digital infrastructure and technological support strengthen the positive impact of electronic tax system usage on taxpayer compliance.
4. Technological capacity and infrastructure also moderate the relationship between tax knowledge and tax compliance. Enhanced technological facilities help taxpayers better understand and implement their tax obligations, thereby increasing compliance.

Overall, this research underscores the importance of continuing to improve digital tax services, investing in technological infrastructure, and expanding tax education and outreach programs. These efforts are crucial not only to increase taxpayer compliance but also to optimize state revenue, especially in the context of advancing the digital transformation of public services in Indonesia.

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