THE INFLUENCE OF TAX AUDITS, TAXPAYER SERVICES, AND THE ROLE OF ACCOUNT REPRESENTATIVES ON TAXPAYER COMPLIANCE

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ABSTRACT

Taxpayer compliance is vital in increasing state revenue because it will encourage an increase in state revenue, which will be used to finance all state expenditures and improve the welfare of the entire community. This study uses a quantitative method that emphasizes measurement accuracy and statistical analysis to test the hypothesis on the variables studied: tax audits, fiscal services, the role of account representatives, tax sanctions, and tax compliance. The research Population includes 1,025 individual taxpayers registered at the Big Four Taxpayer Office. The results showed that tax audits positively affect taxpayer compliance because routine audits encourage taxpayers to carry out their obligations properly. Good fiscal services also increase compliance by creating comfort for taxpayers. The role of Account Representatives has a significant effect because they provide supervision, services, and consultations that encourage taxpayers to utilize these services optimally. In addition, tax sanctions also play a positive role in increasing compliance with Law No. 28 of 2007, which requires taxes as a compelling contribution. This study shows that tax audits, taxpayer services, and Account Representatives (A.R.) role significantly influence compliance. Therefore, policies that strengthen the audit function, improve the quality of services, and clarify the duties and responsibilities of A.R.s help create a more transparent and credible tax system, thus improving tax compliance.

Keywords: Tax Audit; Tax Service; Account Representative Role; Taxpayer Compliance

Introduction

Taxpayer compliance has a vital role in increasing state revenue. If taxpayer compliance is higher, it will encourage an increase in state revenue, which will later be used to finance all state expenditures and improve the welfare of the entire community (Tarmidi, 2021). Various phenomena can affect taxpayer compliance, including *the tax ratio. The tax ratio* is still the reason for the low level of taxpayer compliance. *The tax ratio* compares revenues collected at a time and the Gross Domestic Product (G.D.P.) simultaneously. Numbers are used to measure the optimization of tax administration capacity in a country to collect tax revenues (Utari, 2020).

Referring to B.P.S. data, the Gross Domestic Product (G.D.P.), on the basis of prevailing prices, reached IDR 19,588.4 trillion in 2022. Meanwhile, the Ministry of Finance data said that the tax ratio in 2022 was only 10.4% of G.D.P. and fell by around 9.6% in 2023. If you want to increase the tax ratio to only 13%, tax revenue must increase by 3% from *the* current tax ratio of around 10% by calculating the 2022 G.D.P. value. By calculating both, tax revenue must increase by around IDR 587.6 trillion. The figure is even more fantastic if you look at the target of 23%. Tax tax revenue must be increased by IDR 2.546 trillion to achieve the tax ratio to achieve the tax ratio.

The data above is the tax *ratio revenue* in Indonesia. However, what needs to be noted is that the Indonesian Government is still reeling, trying to increase tax revenue by expanding tax objects. This condition is one of the reasons why *Indonesia's tax ratio* is meagre (Indonesia, 2024). Data in the Annual Report of the Directorate General of Taxes (D.G.T.) shows that registered taxpayers who are required to submit a Notification Letter (S.P.T.) are not by the number of tax returns submitted; the discrepancy can be seen from the following table:

WP Type	Number of WPs mandatory tax return	Target ACR	Target Check	Realization ACR	Realization Check	Achievements ACR	Weight 50:50	Total Achievements
Private Person	3,665,184	0.23%	8,556	0.33%	12.253	143.2%	71.60%	131.29%
Body	1,567,126	1.80%	28.134	2.14%	33,582	119.36%	59.68%	

Figure 1. Annual Report of the Directorate General of Taxes
Source: D.G.T. (2022)

Based on the table above, it can be known that the target A.C.R. (Audit et al.) for Individual Taxpayers in 2022 is 0.33% of the total 3,665,184 taxpayers and 2.14% of the total 1,567,126 for Corporate Taxpayers. The target is distributed to each Audit Implementation Unit (UP2), determined through a letter from the Director of Audit and Billing. In calculating the total national *Audit Coverage Ratio* (A.C.R.), each achievement of both the ACR WP OP and the Agency is given a weight of 50% so that the total achievement of the National A.C.R. in 2022 is 131.29% of the achievement target of state revenue through the effectiveness of audit activities that can cause *a deterrent effect*. The phenomenon that occurs in the number of Audit Reports (L.H.P.) at the KPP of Big Taxpayer Four can be seen in the following table:

Table 1. Data on the Completion of Tax Audit Report for Large Taxpayers 4

Period	Completion Report Tax Audit
2020	560
2021	553
2022	442
2023	425

Source: KPP Big Taxpayer Four (2023)

Based on table 1. above, the number of reports of inspection results fluctuated. In 2020, there were 560 reports until 2023 to 425. After the audit process is completed and the investigation has yet to be carried out, a Tax Determination Letter (S.K.P.) is issued. The issuance of S.K.P. is only limited to certain taxpayers because of inaccuracies in filing the tax return or due to the discovery of fiscal data that needs to be reported by the Taxpayer. Another cause is the need for more tax auditors compared to the number of taxpayers that must be handled or the number of tax employees. The phenomenon that occurs, the number of auditors is very small when compared to the number of registered taxpayers. Although there is a limitation in the number of tax auditors, it does not create an obstacle for the Directorate General of Taxes and especially the KPP Big Taxpayer 4 to continue to implement tax audits, fiscal services, and the role *of account representatives* on the compliance of individual taxpayers and the existence of tax sanctions.

Globally, tax compliance issues are expected in Indonesia. Countries such as Argentina and Chile have faced similar challenges, with studies showing that tax audits can sometimes have unintended consequences, such as decreased compliance due to the perception of audits as punitive (Bergman & Nevarez, 2019). By integrating these international insights, this study positions itself within a broader, global discourse on tax compliance, aiming to offer solutions that could be applicable beyond the Indonesian context. While earlier research (Advani et al., 2023a) has focused on the immediate effects of tax audits, this study explores the long-term implications and how they interact with taxpayer services and the A.R. system.

One way to increase taxpayer compliance is through Tax Audits, Fiscal Services, *Account Representative* Roles and Tax Sanctions. Research by (Pebrina and Hidayatulloh, 2020)found that service quality affects taxpayer compliance. This is because, at the time of fiscal service, providing the best service by the wishes of taxpayers, or even more, will cause a sense of satisfaction for taxpayers. Satisfied taxpayers will be compliant in carrying out their tax obligations. Research

conducted by (Khodijah et al., 2021)found that the quality of tax officer service affects increasing taxpayer compliance; the study results show that the quality of tax officer service impacts increasing taxpayer compliance. The results of his research show that the services provided by tax officers have increased, especially in technology procurement, increasingly neat buildings, faster services and facilities that can make it easier for taxpayers to make taxpayers compliant to report their tax burden on time.

The research (Rianty & Syahputepa, 2020)found that the quality of fiscal services affects personal tax compliance. The higher the quality of service in the service office, the higher the Taxpayer's compliance with paying taxes. This is because the service office's service quality is improving. This can be seen from the technology or equipment used to support tax services strongly. On the other hand, research conducted by (Safitri & Silalahi, 2020) and (Lumban et al., 2022)found that the quality of fiscal services did not affect taxpayer compliance.

Service quality is a measure used to determine the good or bad service the fiscal office provides to taxpayers. When the fiscal provides its best service, it will increase taxpayer compliance. However, in reality, the services provided by the budgetary office are different from the expectations of taxpayers, so the services offered have not been maximized. Poor service quality will reduce the excellent image of the fiscal and can encourage taxpayers to be non-compliant in fulfilling their obligations; this will impact decreasing taxpayer compliance.

While previous research (Rianty & Syahputepa, 2020; Safitri & Silalahi, 2020) has explored aspects of tax services and A.R. roles, this study delves deeper into the limitations of these approaches, especially in the context of differing international audit practices. A more comprehensive literature review is needed to strengthen the theoretical foundation, mainly focusing on how tax audits in different administrative settings affect compliance. This will allow the study to offer theoretical and practical contributions, addressing gaps in existing literature.

According to research conducted by (Petkova et al., 2020), tax compliance can be enforced by using *the power of authority* on taxpayers. In this case, the tax authority can conduct a tax audit. The existence of a tax audit will have consequences that result in inconvenience for taxpayers. The consequences are in the form of sanctions against taxpayers who do not comply, either through a letter of reprimand or firm action. (Advani et al., 2023) said that with a tax audit, taxpayers will be more careful in reporting the amount of their income. In a system where Taxpayers are given the full trust to calculate, calculate, deposit and report their taxes, Tax Audit is a vital instrument to determine whether or not a Taxpayer is complying with the fulfilment of tax obligations or compliance

in fulfilling one of his duties as a Citizen. Therefore, knowing the influence of tax audits on taxpayer compliance is essential, especially in preparing strategies to optimize state revenue from the tax sector to supervise *the self-assessment system*. In its implementation, tax audits are guided by the law (Wahyono et al., 2019). Taxpayers' decision to report the amount of their income depends on the likelihood that they will be examined or not (Yasa & Prayudi, 2019)

Research conducted by (Asterina and Septiani, 2019)said that tax audits are carried out by fiscal authorities to obtain an assessment of tax compliance and implement tax legislation. Research conducted by (Wicaksana and Irawan, 2021)and (Pradhitya et al., 2022)said that tax audits have an effect and are significant on the compliance of individual taxpayers. Meanwhile, research conducted by Bergman & Nevarez (2019) shows the fact that the impact of tax audits on taxpayers' compliance with V.A.T. in Argentina and Chile has a negative effect Taxpayer compliance decreased after the tax authorities conducted an audit (Asterina & Septiani, 2019) (Wicaksana & Irawan, 2021)and (Pradhitya et al., 2022)have consistent results that tax audits can affect the level of tax compliance.

*Account Representative*s are in the correct position to support necessary instruments to protect state revenues and increase taxpayer compliance. *The Account Representative* is the spearhead that connects taxpayers and the interests of the Directorate General of Taxes, so *the Account Representative, in* carrying out its main functions and duties, must receive special attention functions, namely providing consultation, education, and supervision to provide excellent service to taxpayers. This superb service is hoped to help increase taxpayer compliance (Kusumayanthi & Suprasto, 2019a)

Research conducted by (Kusumayanthi & Suprasto, 2019a)found that there is an influence between the Role *of Account Representatives* on the level of taxpayer compliance; the test results show that *the Account Representative* is one of the officers provided by the Directorate General of Taxes who has a role in providing services and consultation to taxpayers. The services *the Account Representative delivers* will be the starting point for the public's view of a tax service office. When taxpayers receive satisfactory service from *the Account Representative*, it will encourage them to comply with their tax obligations.

Research conducted by (Agustin et al., 2020)found that the role of *Account Representatives* affects taxpayer compliance. *Account Representatives,* in carrying out their roles, are significant for the ease of tax reporting on taxpayers' receipts and compliance. *The Account Representative* has conducted more effective and efficient socialization to provide an understanding that makes it easier for taxpayers to implement the tax system and helps reporting faster. This will

encourage taxpayers to be obedient in submitting their tax obligations voluntarily and on time.

On the other hand, according to research (Mallarangi et al., 2019)and (Wulandari, 2019), the *Account Representative* has no effect on taxpayer compliance. Supervision needs to be carried out to control taxpayers' tax obligations, where supervision is expected to direct taxpayers to fulfil their tax obligations. With the supervision function by the *Account Representative officer*, taxpayers will be compliant and timely in paying their taxes so that revenue in the tax sector can be increased.

However, even though taxpayers have felt the supervision carried out by *the Account Representative*, taxpayers tend to ignore it because the supervision carried out by *the Account Representative* is a passive effort to monitor the level of fulfilment of taxpayers' tax obligations. Suppose *the Account Representative* does not supervise and the Taxpayer violates tax compliance. In that case, the Taxpayer will still receive administrative sanctions for violating tax obligations committed, which will remain the same whether or not supervision is carried out on the Taxpayer.

Research Method

This study uses a quantitative research method because this research paradigm emphasizes the accuracy of measurement methods, data collection using research instruments, and data analysis is carried out to test hypotheses using statistical techniques. Research on social and psychological problems such as attitudes, traits, and values requires a measurement of variables to express aspects quantitatively, namely in the form of numbers, so that it can be processed with statistics. Based on the description above, the operationalization of each research variable is described as follows:

1. Independent variables are variables that explain or affect other variables. This study's independent variables consist of tax audits, fiscal services, and the role of account representatives.
2. Intervening Variable is a tax sanction which guarantees that the provisions of tax laws and regulations (tax norms) will be obeyed/obeyed/complied with. If they do not comply, they will be subject to penalties that have been determined by law. The measurement scale uses a five-point Likert/Interval scale. The higher the score obtained, the more tax sanctions can encourage taxpayers to comply with their tax obligations.
3. The Dependent Variable is tax compliance, which is a situation in which the Taxpayer fulfils all its tax obligations and rights. Taxpayer compliance is the willingness to meet their tax obligations by applicable regulations without needing inspection, investigation, scrutiny, warning, or threat.

The Population in this study consists of individual taxpayers registered at the Primary Tax Service Office, four significant taxpayers, and 1,025 respondents. The researcher is interested in researching at the Tax Service Office of the four significant taxpayers because, in 2023, the expected realization target has yet to be achieved. The sample criteria in this study are:

1. Individual taxpayers who are registered at the Tax Service Office are four large taxpayers.
2. Be prepared to fill out questionnaires.

This study uses S.E.M. analysis, which refers to Hair's (2019) calculation, to determine the number of samples used. This refers to Hair's (2019) calculation, namely, the number of research indicators multiplied by 5 to 10. Thus, the sample for this study is 220. To obtain the research results expected by the researcher, data and information that will support this research are urgently needed, so the data collection techniques used by the researcher are library research, field research, and questionnaires. This study uses Partial Least Square (P.L.S.) software. P.L.S. is a variation-based multivariate statistical technique designed to solve multiple regressions when specific problems occur in the data, such as small research sample size, missing data and multicollinearity (Nurlaela, 2020).

The primary research instrument used in this study was a questionnaire systematically designed to measure taxpayers' perceptions of tax audits, the quality of tax services, and the role of Account Representatives. The questionnaire consists of several sections, each focusing on the specific variables under study. Each section of the questionnaire was measured using a Likert scale to obtain responses that could be statistically processed. The questionnaire was designed in simple and easy-to-understand language, making it easier for respondents to provide accurate answers. In addition to the questionnaire, structured interviews were conducted with several Account Representatives to gain deeper insights into their role in influencing taxpayer compliance.

Data for this study were collected by distributing questionnaires to the taxpayers selected as the sample. The questionnaires were distributed via email and directly at the research location. To complement the quantitative data obtained from the questionnaires, in-depth interviews were conducted with several Account Representatives to gain additional insights regarding the implementation of their role in enhancing taxpayer compliance. The data collected from the questionnaires and interviews were then analyzed using statistical analysis software, allowing for detailed hypothesis testing. The analysis techniques used in this study include multiple regression analysis, which aims to determine the influence of independent variables (tax audits, taxpayer services, and the role of Account Representatives) on the dependent Variable, taxpayer compliance.

Data analysis in this study employed inferential statistical techniques to test the relationships between variables. The primary analysis technique used was linear regression analysis, which aims to identify how tax audits, taxpayer services, and the

role of Account Representatives influence taxpayer compliance. Additionally, validity and reliability tests were conducted on the research instruments to ensure that the questionnaire used was highly reliable in measuring respondents' perceptions. Data analysis was carried out using statistical software to process the data obtained from the questionnaires, ensuring that the findings were valid and could serve as the basis for conclusions.

Results and Discussion
Outer Model *Test Results*

In the research, the test uses the *Partial Least Square (P.L.S.)* analysis technique with the PLS 3.0 innovative program.

Table 1. Outer Model Test Results

	Account Representative (X3)	Individual Taxpayer Compliance (Y)	Tax Service (X2)	Tax Audit (X1)	Tax Penalty (M)
M1					0.716
M10					0.792
M11					0.794
M12					0.751
M2					0.705
M3					0.707
M4					0.838
M5					0.705
M6					0.761
M7					0.717
M8					0.708
M9					0.802
Y1		0.777			
Y10		0.840			
Y11		0.847			
Y12		0.828			
Y13		0.771			
Y14		0.817			
Y15		0.779			
Y16		0.804			
Y2		0.764			
Y3		0.798			
Y4		0.789			
Y5		0.789			
Y6		0.837			
Y7		0.844			
Y8		0.826			
Y9		0.779			
X1.1				0.855	
X1.10				0.807	

	Account Representative (X3)	Individual Taxpayer Compliance (Y)	Tax Service (X2)	Tax Audit (X1)	Tax Penalty (M)
X1.2				0.823	
X1.3				0.873	
X1.4				0.823	
X1.5				0.830	
X1.6				0.830	
X1.7				0.861	
X1.8				0.832	
X1.9				0.837	
X2.1			0.772		
X2.2			0.734		
X2.3			0.716		
X2.4			0.760		
X2.5			0.754		
X2.6			0.736		
X2.7			0.744		
X2.8			0.770		
X3.1	0.888				
X3.10	0.828				
X3.11	0.839				
X3.12	0.761				
X3.13	0.892				
X3.2	0.874				
X3.3	0.869				
X3.4	0.818				
X3.5	0.835				
X3.6	0.765				
X3.7	0.893				
X3.8	0.872				
X3.9	0.869				

Source: Results of researcher data processing, (2024)

Validity testing for indicators uses a correlation between the items and construct scores. An indicator is valid if *the loading factor* value is above the recommended value of 0.7. From the table above, it can be seen that all indicators have a loading *factor value* of > 0.7, so it is said that the indicators are valid if the constructs for all variables are no longer eliminated from the model.

Test Results *Inner Model*

The *analysis of the inner model* can be fulfilled in this study by conducting *a path coefficient test*, a *coefficient determination test (RSquare*), and *a predictive relevance test (Q2).* The following is the inner model scheme of the tested P.L.S. program, as follows:

Test Results Coefficient Determination (R Square)

The *Coefficient Determination (RSquare)* test in this study measures how many dependent variables can be influenced by other variables. The influence is good if it produces an *R Square* value of 0.67 and above; it is included in the excellent category for latent variables in the inner model. If *the R square* value obtained is 0.33 to 0.67, it is included in the medium category, and if the result is 0.19 to 0.33, it is included in the weak category (Hair, 2019).

Table 2. *R-Square* Value

	R Square	R Square Adjusted
Individual Taxpayer Compliance (Y)	0.742	0.737
Tax Penalty (M)	0.547	0.541

Source: Researcher Data Processing Results, (2024)

Based on the processing of *Rsquare data* processed by the researcher, the following results were obtained: The results of the RSquare above can be seen that the magnitude of the individual taxpayer compliance variable is 0.742, which means the influence of the individual taxpayer compliance variable is 74.2 %. At the same time, the rest are explained by other variables outside the research model. Furthermore, the coefficient of determination is included in the good category because it is above 0.67. Furthermore, the variable tax sanction is 0.547, which means the influence of tax digitization, tax understanding, and tax sanctions is 54.7%. At the same time, the rest are explained by other variables outside the research model. Furthermore, the determination coefficient is included in the moderate category because it is above 0.33.

Test Results Q Square

Testing *the Q-square value* can be done to see if there is predictive *relevance. The* value of Q-square > 0 *shows that the model has* predictive relevance *and vice versa. If* Q-square < 0, *there is no predictive* relevance*. :*

Table 3. Value Q -*square*

	S	SSE	Q² (=1-SSE/SSO)
Account Representative (X3)	2860.000	2860.000	
Individual Taxpayer Compliance (Y)	3520.000	1855.785	0.473
Tax Service (X2)	1760,000	1760,000	
Tax Audit (X1)	2200.000	2200.000	
Tax Penalty (M)	2640.000	1847.826	0.300

Source: Researcher Data Processing Results, (2024)

The *predictive relevance (Q2)* value was obtained through the blindfolding procedure. The value of Q2 must be greater than 0 for an endogenous construct to indicate the prediction accuracy of the structural model for that construct.

According to Hair et al. (2019), there are rules for evaluating Q2 values, namely Q2 values of 0.02, 0.15 and 0.35, indicating that exogenous constructs have small, medium and large relevance or predictive accuracy to a specific endogenous construct. The table above shows that the Individual Taxpayer Compliance variable (Y) has a Q2 value of 0.473. Q2 of these variables has a value greater than 0.35, which indicates that the variables Tax Audit (X1) and Fiscal Services (X2), *Account Representative* (X3) and Tax Sanctions (M) have great relevance or predictive accuracy to the Individual Taxpayer Compliance variable (Y).

Test Results F Square

The *F-square test* shows whether the endogenous latent Variable significantly influences the exogenous latent *Variable; the F-square* itself indicates the strength of the influence. The influence is weak if the result is > 0.02 as small, > 0.15 as medium, and > 0.35 as significant.

Table 4. Value F -*square*

	Account Representative (X3)	Individual Taxpayer Compliance (Y)	Tax Service (X2)	Tax Audit (X1)	Tax Penalty (M)
Account Representative (X3)		0.063			0.095
Individual Taxpayer Compliance (Y)					
Tax Service (X2)		0.044			0.120
Tax Audit (X1)		**0.300**			0.044
Tax Penalty (M)		0.093			

Source: Researcher Data Processing Results, (2024)

The *f-square* value of Tax Audit (X1) of 0.300 indicates a moderate influence on the Compliance of Individual Taxpayers (Y), and a value of 0.044 indicates a minor influence on Tax Sanctions (M). The *value of the f square* of Fiscal Services (X2) of 0.044 indicates a minor influence on the Compliance of Individual Taxpayers (Y), and a value of 0.120 indicates a minor influence on Tax Sanctions (M). The *f-square Account Representative* (X3) value of 0.063 indicates a minor influence on the Compliance of Individual Taxpayers (Y), and a value of 0.095 indicates a minor influence on Tax Sanctions (M). The *f-square* value of Tax Sanctions (M) of 0.093 significantly influences the Compliance of Individual Taxpayers (Y).

Discussion

H1: The Influence of Tax Audit on Individual Taxpayer Compliance.

The results of the hypothesis 1 test show that the influence of Tax Audit (X1) has a positive and significant effect on the Compliance of Individual Taxpayers (Y). According to James (2012), tax compliance will be realized after law enforcement actions are carried out, namely in the successful implementation of tax administration accompanied by tax audit actions or legal sanctions. One of the efforts that can be made by the Directorate General of Taxes (D.G.T.) to control and improve tax compliance is to conduct tax audits. Previous studies have proven that conducting tax audits can affect tax compliance, including research conducted by Alm & McKee (1998), Juanda et al. (2010), Mandagi et al. (2014), Advani et al. (2015), Ginting (2015); Lestari (2015); and Wahda et al. (2018). These studies explain that taxpayers tend to be compliant by holding tax audits compared to not conducting audits. Tax audits are carried out unevenly for all taxpayers. Several taxpayers are examined and need to be audited. Tax audits are carried out for the needs of taxpayers regulated by tax regulations.

H2: The Influence of Fiscal Service Quality on Individual Taxpayer Compliance.

The results of hypothesis 2 testing show that Fiscal Services (X2) significantly positively affect the Compliance of Individual Taxpayers (Y). Research conducted by (Safitri and Silalahi, 2020)found that when fiscal service provides the best service in accordance with the wishes of taxpayers or even more, it will cause a sense of satisfaction for taxpayers. Satisfied taxpayers will be compliant in carrying out their tax obligations. (Hidayat & Gunawan, 2022)found that the services provided by tax officers have increased, especially in technology procurement, increasingly neat buildings, faster services, and facilities that can make it easier for taxpayers to be compliant and report their tax burden on time. If taxpayers are satisfied with the services provided by fiscal services, taxpayers are likely to comply with their tax obligations. On the other hand, if the quality provided could be better and optimal, taxpayers will be even more disobedient in fulfilling their tax obligations.

H3: The Influence of *Account Representatives* on Individual Taxpayer Compliance

The results of the hypothesis 3 test show that *Account Representative* (X3) significantly positively affects the Compliance of Individual Taxpayers (Y). *Account Representative* is a strategic position in supporting tax revenue and

increasing taxpayer compliance. As a liaison between the interests of the Directorate General of Taxes and taxpayers, the *Account Representative* must receive special attention in carrying out its primary duties and functions. Research conducted by (Safira and Yuhertiana, 2023)found that *an Account Representative* is one of the officers provided by the Directorate General of Taxes who has a role in providing services and consultation to taxpayers. When taxpayers receive satisfactory service from *the Account Representative*, it will encourage them to comply with their tax obligations.

Research conducted by (Agustin et al., 2020)found that *Account Representatives*' roles are significant for the ease of tax reporting on taxpayer receipts and compliance. *The Account Representative* has conducted more effective and efficient socialization to provide an understanding that makes it easier for taxpayers to implement tax systems and help report faster. This will encourage taxpayers to be obedient in submitting their tax obligations voluntarily and on time. An *Account Representative* is an employee appointed to each supervision and consultation section at KPP Modern who has duties such as providing guidance or appeals, consulting, analyzing, and supervising taxpayers. It is hoped that *the Account Representative* can carry out their duties better to provide maximum service to taxpayers so that taxpayers can obediently carry out their obligations.

H4: The Influence of Tax Sanctions on Individual Taxpayer Compliance.

The results of the hypothesis 4 test show that Tax Sanctions (M) significantly positively affect the Compliance of Individual Taxpayers (Y). Taxpayers tend to be afraid if they hear the word sanction. The sanctions received are part of the violations committed and will usually have legal consequences. The application or imposition of sanctions on someone who does not comply with carrying out tax obligations can support or increase tax compliance (Hidayat & Gunawan, 2022). Tax sanctions must be able to provide education, legal certainty, and justice to taxpayers so that public trust is higher and a specific and fair tax environment is created that increases taxpayers' confidence to pay taxes obediently (Juhaeriah et al., 2021)

Based on the Theory of Planned Behavior, tax sanctions are related to control beliefs, which are a person's belief about the existence of something that inhibits or supports the individual's behaviour. Research conducted by (Juhaeriah et al., 2021)shows that tax sanctions have been proven to affect tax compliance in Indonesia and also said that tax sanctions *positive*ly affect the compliance of M.S.M.E. taxpayers both partially and simultaneously along with other variables. Research (Kusumayanthi & Suprasto, 2019b)shows that tax sanctions significantly and positively influence taxpayer compliance.

H5: Tax Sanctions Can Mediate the Influence of Tax Audit on Individual Taxpayer Compliance.

The results of the hypothesis 5 test show that the Tax Audit (X1) has a positive and significant effect on the Compliance of Individual Taxpayers (Y) Through Tax Sanctions (M) as a mediating variable. Tax sanctions can affect taxpayer compliance because sanctions can force people to comply with agreements or regulations. In the event of a violation, the Taxpayer will be subject to administrative or criminal sanctions by the tax policy. Tax sanctions act as a tool to prevent taxpayers from violating tax regulations (Mardiasmo, 2019). In a system where Taxpayers are given the complete trust to calculate, calculate, deposit and report their taxes, Tax Audit is a vital instrument to determine whether or not a Taxpayer fulfils their tax obligations or complies with one of his obligations as a Citizen. Therefore, knowing the effect of tax audits on taxpayer compliance is essential, especially in preparing strategies to optimize state revenue from the tax sector. Tax audits are the main characteristics of the voluntary compliance mechanism in the self-assessment system because the higher the level of audit, it will be able to increase tax compliance (Pope, 2020).

H6: Tax Sanctions Can Mediate the Influence of Fiscal Service Quality on Individual Taxpayer Compliance.

The results of the hypothesis 6 test show that Fiscal Services (X2) have a positive and significant effect on the Compliance of Individual Taxpayers (Y) Through Tax Sanctions (M) as a mediating variable. Implementing responsive, *comprehensive*, and adequate tax services influences a person's thinking that tax implementation is easy, effective, and efficient. Tax services that can help the tax administration process for taxpayers can support awareness in implementing the tax obligation process with full responsibility and can impact the compliant behaviour of restaurant taxpayers. Bahri's research (2020) stated that tax services affect taxpayer compliance with sanctioned interventions. Meanwhile, tax sanctions can be an external factor that pressures and controls taxpayers to avoid non-compliance. Tax sanctions will affect the thinking and consideration of every Taxpayer's behaviour, forcing taxpayers to carry out their tax obligations with full responsibility and to contribute to the region's progress, welfare, and development.

H7: Tax Sanctions Can Mediate the Influence of *Account Representative* (X3) on Individual Taxpayer Compliance

The results of the hypothesis 7 test show that *Account Representative* (X3) has a positive and significant effect on the Compliance of Individual Taxpayers (Y)

Through Tax Sanctions (M) as a mediating variable. *A tax Account Representative* (AR) is a tax officer located at the Tax Service Office (KPP) who has implemented a modern administrative system and is tasked with providing services, supervision and direct direction to a certain number of taxpayers who have been assigned to the *Account Representative (AR).* Each tax *Account Representative (AR)* serves several taxpayers who must be supervised and directed. A tax *Account Representative* (AR) is assigned based on the type of business to increase work productivity and professionalism because the implementation of work is more focused.

Tax sanctions are one of the factors that affect the high and low levels of taxpayer compliance. Taxpayers will fulfil their obligations if they see that tax sanctions will harm them more. With the existence of tax sanctions, taxpayer compliance will increase, if only with fear and the threat of punishment, taxpayers will comply with their obligations, but this is very dependent on the Culture of each country concerned to decide which is best for their country (Mahdi & Ardiati, 2017).

Conclusion

Tax audits positively influence taxpayer compliance because, with regular audits, taxpayers tend to carry out their obligations correctly and increase their compliance. In addition, good fiscal services also positively affect taxpayer compliance, where comfort in receiving services makes taxpayers more obedient in carrying out their tax obligations. The Account Representative's role also significantly affects taxpayer compliance because taxpayers can take full advantage of this assistance through the supervision, service, and consultation provided. The application of tax sanctions also positively affects taxpayer compliance because the coercive provisions of Law No. 28 of 2007 make taxpayers more compliant. Furthermore, tax audits, tax authorities' services, and the role of account representatives significantly increase individual taxpayer compliance, with tax sanctions acting as a mediating variable that strengthens the relationship.

This study only took a Population of taxpayers in the Big Four Taxpayer Office area, so it is recommended that subsequent research be carried out with a broader scope to get results that may be different. To improve taxpayer compliance, the Big Four Taxpayer Office needs to increase public understanding of the importance of taxes through tax socialization and introduce the role of Account Representatives. Taxpayers must understand the Tax Law, including applicable sanctions, and realize that taxes are used for the common good. Future researchers should conduct preliminary observations to maintain smooth research according to the target time.

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