

ENHANCING TAX COMPLIANCE THROUGH DIGITAL TRANSFORMATION: EVIDENCE FROM CORPORATE TAXPAYERS' USAGE OF E-BUPOT



<https://journal.unpas.ac.id/index.php/jrak/index>

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Article Info

History of Article

Received: 9/2/2024

Revised: 20/3/2024

Accepted: 16/4/2024

Jurnal Riset Akuntansi Kontemporer

Volume 16, No. 1, April 2024,

Page 159-168

ISSN 2088-5091 (Print)

ISSN 2597-6826 (Online)

<https://doi.org/10.23969/jrak.v16i1.12614>

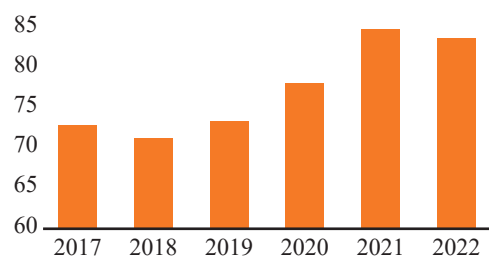
Keywords: digital transformation; tax compliance; E-Bupot; withholding tax; corporate taxpayers

Abstract

Digital transformation facilitates and accelerates taxpayers in withholding/collecting taxes and registering, reporting, and paying taxes. This research aims at understanding the use of E-Bupot in the tax withholding/collection process to improve tax compliance for corporate tax players in the Sumenep Regency. The authors used the phenomenology method by conducting interviews with two informants and then interpreting and explaining the actions or experiences of taxpayers. This research concluded that using information technology with E-Bupot was more practical in tax withholding. E-Bupot also sped up the tax collection process and minimized costs, including file storage because it did not use paper. The implication was that information technology could be an alternative to increase taxpayer compliance because technology had become a part of the lives of Indonesian people.

INTRODUCTION

The development of information technology participated in changing the pattern of human life and increasing productivity (Dedrick et al., 2013), both personally and in institutions including government entities. The Directorate General of Taxes (DGT) is one of the institutions that utilizes these technological developments to increase compliance and awareness of taxpayers. This is evidenced by tax education and socialization activities using social media and websites (Purnomo, 2022; Rahima et al., 2023; Zamzam et al., 2022) services were processed to taxpayers such as the registration process "ereg", payment "e-billing", tax reporting "e-filling and e-SPT", VAT collection "e-invoice", and withholding or collection of income tax "E-Bupot". All these media aim at providing information quickly and making it easier for taxpayers to fulfil their tax obligations so that it would have an impact on tax revenue. Tax revenue data in 2023 stated the budget was $\pm 82.06\%$, while the formal compliance ratio of taxpayers from 2018 to 2022 had also increased as shown in Figure 1 below.



Source: Director General of Taxes (2023)

Figure 1. Formal Compliance Ratio of Taxpayers

As presented in Figure 1, it provided information that from 2017 to 2022 the formal compliance ratio of taxpayers had increased significantly, although there were still 16.8% of taxpayers who had not done tax reporting. This condition was one of the impacts of the use of digital technology by taxpayers by using e-filing, e-form, and e-spt in reporting taxes. The use of digital technology was very helpful for taxpayers in fulfilling their tax obligations. So the development of the tax information system was an obligation for DGT to support tax reform and increase state revenue.

The fact was that the existence of information technology facilitated and accelerated work which was reflected in the form of effectiveness and efficiency (Lum et al., 2017; Zelbst et al., 2012). In this context, the existence of digital technology provided by DGT certainly made it easier and faster for taxpayers to fulfil their tax obligations (Mustamim et al., 2021; Tita et al., 2022), as with "e-filing" taxpayers did not need to come to the tax office to do tax reporting, but simply used accessible applications from anywhere and at any time. Likewise, the process of "e-billing" payments was of course facilitated by taxpayers and can be accessed and made independently by taxpayers according to their conditions. DGT had also just carried out a digital transformation in the tax withholding/collection process using E-Bupot on income tax article 23/26 based on the Decree of the Director General of Taxes No. KEP-559 / PJ / 2019. Due to several limitations, in 2022 DGT perfected E-Bupot with "E-Bupot unification" which can accommodate withholding/collection of several types of taxes such as income tax articles 4 (2), 15, 22, 23, and 26. Although the deduction of income tax article 21/26 and article 25 was still carried out separately reporting (Dhaniswara, 2022).

The existence of E-Bupot unification (hereinafter referred to as E-Bupot) certainly provided a solution to the conditions experienced by corporate taxpayers in collecting income tax, such as tax article 4 (2), 15, 22, 23, and 26. Because the problems faced were quite complex. First, taxpayers must make proof of withholding/collection on their E-Bupot, so they must move from one E-Bupot to another if the type of income tax withheld/collected was different. With this unification of E-Bupot, several types of deductions/collections can be carried out in this one application, consisting of income tax articles 4 (2), 15, 22, 23, and 26 (Dhaniswara, 2022). Second, taxpayers made proof of tax withholding/collection manually, then report to the tax office to enter the integrated system with taxpayers who withhold/collect taxes. This of course took a long time and potential evidence of tax withholding/collection that had been done was lost (Putra et al., 2021). This condition was a serious problem for taxpayers because the administrative process of withholding/collecting taxes was slow and many files had to be prepared. This results in taxpayer behaviour and awareness in fulfilling their tax obligations, considering that taxpayers needed a tax system that was practical and easy to do (Olivia & Purboyo, 2023). Not meeting the need for awareness and compliance of taxpayers systemically would affect tax revenue which was not optimal.

Ebert & Duarte (2018) stated that digital transformation was the process of adopting technology to increase productivity, provide value, and create social welfare. So that the existence of digital transformation aims at changing the culture of the community to interact with digital technology in their daily lives (Bounfour, 2016; Henriette et al., 2016; Van Veldhoven & Vanthienen, 2022) and it had become a new experience to utilize E-Bupot in tax withholding/collection. In this context, the use of E-Bupot as a form of digital transformation to overcome problems in withholding/collection, of course, taxpayers gave a positive response that the existence of digital transformation could facilitate the process of withholding/collecting taxes to create effectiveness and efficiency for taxpayers. This effectiveness and efficiency trigger taxpayers to always be obedient and obedient in fulfilling tax obligations. In 1986 Davis stated that a person accepted to use of "E-Bupot" technology because of two factors, namely (a) perceived ease of use, where taxpayers would utilize the digital technology when it was easy to use or apply; and (b) perceived usefulness, where taxpayers would utilize digital technology while providing benefits and improving performance (Ghozali, 2020).

Several scholars had researched digital transformation to improve taxpayer compliance (Hesami et al., 2023; Hidayat et al., 2024; Putri, 2019), such electronic invoices (Bellon et al., 2022; Fan et al., 2018; Harianto et al., 2020; Irawati et al., 2022; Suendra, 2023) used by taxpayers could improve their compliance in making tax payments

and increase tax revenue. Likewise, the use of e-filing (Cahyani et al., 2021; Muslichah et al., 2023; Yilmaz et al., 2013) provided convenience for taxpayers in reporting annual tax returns because it was based on digital technology that could be accessed at any time. Another digital transformation, namely e-billing (Purwanto et al., 2023) and tax electronic invoicing/ETI (Lee, 2016) made it easier for taxpayers to make tax payments following the billing code created. This convenience was certainly able to increase taxpayer compliance in making tax payments. In the context of taxpayers withholding/collecting taxes, the technological transformation used was in the form of E-Bupot (Lee, 2016; Iltizama, 2022; Karina et al., 2022). It provided convenience and data integration for taxpayers in withholding/collecting taxes. It became clear that digital transformation in any form used in the tax system as evidenced in the research had a major impact in improving compliance and convenience for taxpayers.

Based on the description above, this research aims at understanding and providing an in-depth picture related to the condition of taxpayers in utilizing E-Bupot in tax withholding/collection and its implications in improving taxpayer compliance in Sumenep Regency. Sumenep Regency was used to refer to the results of research conducted by (Faisol et al., 2019) on the use of e-biling for individual and corporate taxpayers which stated that the application made tax payments more practical and effective. The context of E-Bupot and e-biling certainly had the same concept, namely the use of information technology for corporate taxpayers in Sumenep Regency. It became the basis for choosing Sumenep as the research area.

The novelty of this research was the use of unification E-Bupot issued in 2022 (Dhaniswara, 2022) and had complexity compared to the previous E-Bupot because it could facilitate several types of tax deductions/collections, such as income tax article 4 (2), 15, 22, 23, and 26. The difference with the previous research is that it focuses on the use of E-Bupot in tax withholding/collection, while the previous research was in the form of digital transformation in the payment process and electronic tax reporting. In addition, this research used a qualitative approach with primary data obtained from in-depth interviews. Of course, this approach enhanced some of the results of previous research with a quantitative approach. More specifically, the authors use the phenomenology method to achieve the objectives of this research, whereas several previous findings with the same context had not used the method.

The relevance of the authors using phenomenology was based on two reasons. First, the authors would understand and provide an overview of the events and awareness experienced by perpetrators (informants) in using E-Bupot which was their routine in withholding/collecting taxes (Basrowi dan Sudikin, 2002). Second, to interpret the meaning of informants' actions by utilizing E-Bupot to improve tax compliance (Kamayanti, 2021). So, this phenomenology method used in-depth interview techniques that could certainly improve some of the research results which had been done quantitatively. The results of this research provided an in-depth picture related to the condition of taxpayers in utilizing E-Bupot in tax withholding/collection and its implications in improving taxpayer compliance.

METHODS

By using an interpretive approach with the phenomenology method (Kamayanti, 2021) to find out in depth the role of using E-Bupot in KPP Pratama Pamekasan, this research would interpret and explain the actions or experiences of taxpayers using E-Bupot digital technology in withholding/collecting taxes. To obtain research data related to the use of E-Bupot digital technology by taxpayers that contained values or actions, the authors conducted three ways, namely observation, interviews, and documentation (Moleong et al., 2014; Sugiyono, 2017). First, made direct observations of taxpayers to find out the actions and attitudes of taxpayers in using E-Bupot and the values in it (Fry et al., 2017). Second, conducted in-depth interviews (Eppich et al., 2019; Kamayanti, 2021; Voutsina, 2018) with taxpayers as research informants on the use of E-Bupot. Interview activities were conducted in a structured and semi-structured manner (Adeoye et al., 2021; Sugiyono, 2014). So that there was emotional closeness with informants, and informants provided more information related to research data. As for the informants of this research as many as 2 (two) informants, initially the authors submitted as many as five informants but until now the three informants were not willing. The two informants were (1) Mrs. DS as a treasurer and tax department at the foundation; and (2) Mr. MK as the tax department in the Limited Liability Company. The informant used E-Bupot in withholding/collecting taxes, so the information provided was relevant to the purpose of this study. Although only two informants were interviewed, the information provided was still representative of the phenomenology method. Creswell (2015) said informants used in phenomenology research can range from 1 to 325. Because indeed, the data used was not only the results of interviews but in the form of documentation and field observations. As for the main questions in interview activities such as How long have you used E-Bupot? what were the basic differences with the previous E-Bupot? did E-Bupot help your work? what did you feel by using E-Bupot? did E-Bupot motivate you to be obedient and tax-abiding? what needed to be developed from E-Bupot? Third, documented the use of E-Bupot digital technology carried out by taxpayers. Documentation in the form of proof of electronic tax withholding/collection, images as documentation when operating E-Bupot, and other phenomena that existed in taxpayers.

The authors collected research data from 13 October 2023 to 14 December 2023 and then analyzed the data with qualitative data analysis starting with the process of data reduction, data presentation, and conclusion drawing (Mezmir, 2020; Miles & Huberman, 1994). First, data reduction by selecting and sorting interview data related to the use of E-Bupot then collected based on their respective themes. Second, the presentation of data by providing interpretation and analysis of interview data was mandatory so that the data was easily understood. The process of interpreting and analyzing data researchers through the stages of the phenomenology method by determining noema, noesis, and epoche (Kamayanti, 2021). Third, conclusions were drawn based on the results of interpretation and data analysis to find meanings and patterns in utilizing E-Bupot.

Furthermore, to account for the validity of the research data were triangulated (Nancy et al., 2014; Sugiyono, 2014). First, the authors triangulated sources by comparing the results of interviews between one informant and another informant in the context of the same question. Second, triangulated the method by comparing observations with interview results or vice versa in using E-Bupot in the tax withholding/collection process. Even with only two informants, it is guaranteed the validity of the research data because it was properly done by the triangulation method, which compared information from interviews with documentary evidence or with direct observations in the field.

RESULTS

The existence of E-Bupot certainly provided a solution to the conditions experienced by individual taxpayers, entities, and government entities that collected income tax in both income tax articles 4 (2), 15, 22, 23, and 26. Previously, taxpayers made proof of tax withholding/collection manually, then reported to the tax service office so that it was integrated with taxpayer data withheld/collected. This showed that the existence of information technology facilitated and accelerated work which was reflected in the form of effectiveness and efficiency (Lum et al., 2017; Zelbst et al., 2012). In this context, the existence of digital technology provided by DGT certainly made it easier and faster for taxpayers to fulfil their tax obligations (Mustamim et al., 2021; Tita et al., 2022). The following was evidence of the use of E-Bupot by taxpayers in KPP Pratama Pamekasan.

Starting with Mrs. DS, who was a permanent employee at the foundation. Every day she does her jobs as part of accounting and tax. In addition to recapitulate existing transactions, she also performed tax calculations and reporting including tax deductions. As a non-profit entity in the form of an entity, the foundation was obliged to withhold taxes on transactions that occurred in article 23 income tax on services. Mrs. DS talked about the start of using E-Bupot in the following statement.

“More than a year already, we used it manually. Then we used the Excel application provided by the auditor. Automatically we should print and ask for signatures. After that, it can only be reported through online tax (meaning djponline)”

The foundation used E-Bupot a year ago in withholding/collecting taxes on transactions made. Following with E-Bupot, Mrs. DS used evidence of tax withholding with MS Excel which she obtained from external auditors when conducting audits. Evidence of tax withholding using an Excel file is not much different from the data on the E-Bupot, which consists of the NPWP number, type of tax, and tax amount and signs the proof. Then Mrs. DS uploaded the signed evidence of deduction on the djponline page. As Mrs. DS stated

“The manual used an Excel application, we entered the names of the taxpayer, the type of tax was adjusted to the form, then the nominal, printed then signed and after completion it was being reported through djponline”

The signature was the final part that must be done by the tax cutter when the taxpayer using it manually. The authors would display proof of tax withholding manually using the Excel file in Figure 2.

No.	Jenis Penghasilan	Jumlah Penghasilan Bruto (Rp)	Tarif Lebih Tinggi 100% (dari bes. NPWP)	Tarif (%)	PPh yang Dipotong (Rp)
(1)	(2)	(3)	(4)	(5)	(6)
1.	Dividen **)		<input type="checkbox"/>	15%	
2.	Bunga **)		<input type="checkbox"/>	15%	
3.	Royalti		<input type="checkbox"/>	15%	
4.	Hadiah dan penghargaan		<input type="checkbox"/>	15%	

Figure 2. Withholding Form of Article 23 Income Tax manually

Meanwhile, to use E-Bupot, taxpayers must log in on the djponline page, <https://djponline.pajak.go.id/account/login> using NPWP and password, then select the report and E-Bupot menus. After that, choose the type of income tax to be withheld/collected according to the transaction made, automatically the data would be stored in the system and taxpayers who made deductions could also download the file at any time. This condition was certainly different from the manual withholding system that must be printed and of course, required proper file storage so that at any time taxpayers could find it. However, with the E-Bupot, taxpayers did not need to print proof of withholding because the data was already stored in the system. If the taxpayer needed the data, then the taxpayer downloaded it on the djponline page. This made taxpayers more practical, effective, and efficient in making tax cuts. To quote Mrs. DS's statement

"E-Bupot was certainly more practical, faster, no needed to go there (outdoors) and could be done here from the office, no needed to print because the soft file just needed to be downloaded and there was already a barcode... It worked faster. In real-time, it could be done immediately."

As an accounting and tax staff, Mrs. DS felt supported by using E-Bupot in tax withholding/collection because it was more practical. Previously she had to print and ask for signatures and it took time to do that. Especially if those who had the right to sign were not in place. Therefore, she had to wait. If the work was not completed, it would be done on the following day. Being lucky with real-time, after the data of E-Bupot was entered and valid, the tax withholding work could be completed quickly and did not take a long time. Mrs. DS also shared her experience when the printer used had a problem, she had to wait because it needed to print and sign. Here's how E-Bupot was shown on the djponline page.

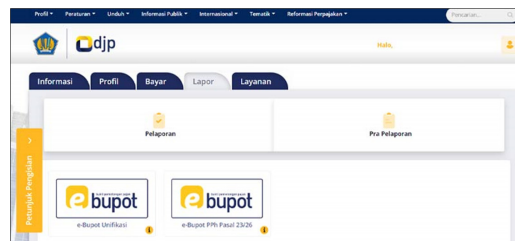


Figure 3. The E-Bupot Feature on the djponline Page

The efficiency of E-Bupot was clear because it did not use paper at all, but the data had been stored in the djponline system so that the use of paper could be minimized both in terms of file storage and the budget used for the purchase of paper itself. To quote Mrs. DS's statement.

"For the transaction made, it was quite a lot of deductions. This application was quite helpful and the process was faster. The files also did not pile up like they used to."

Of course, E-Bupot was quite helpful considering that there were quite a lot of deduction/collection transactions, thus reducing the activities that must be done and printing costs for each evidence of deduction made. Quite a lot of cutting transactions were of course also parallel to the amount of costs needed, paper and ink. Given that both components were cost variables, which changed along with the amount of usage volume that changed. However, the use of E-Bupot also had limitations due to requirements with information systems and internet networks. So the availability of the network (internet) became a support in the smoothness of E-Bupot. Quoting Mrs. DS's experience

"What was it? Nothing in my opinion. E-Bupot used the internet so if there was no network or lights out, we could use the application. If the power went out, you could still do it... But if the internet did not exist, you could not use it. That's probably in my opinion."

The dependence of the "E-Bupot" information system on the internet network was indeed a problem in its use. Internet network was not available, so the use of E-Bupot in withholding/collecting taxes also could not be done. Unlike the power grid, because even though the electricity network was not available and the internet network was available, E-Bupot can still be used in devices other than PCs such as laptops, tablets, or cellphones. Mrs. DS had experienced this when electricity at the time had to make evidence of tax deduction. In the end, Mrs. DS was unable to produce evidence of the tax deduction. However, the risk was much lower than manually withholding taxes.

The existence of E-Bupot also required technical knowledge of taxation in making deductions, so that taxpayers who made deductions could not sort and choose the type of tax to be withheld. The type of tax to be withheld/collected had an impact on the tax rate imposed, and of course, affected the amount of tax withheld/collected. To quote Mrs. DS's statement

“For the features in E-Bupot, for example, I was confused about asking or watching on YouTube because there were many tutorials. You saw the menu had a lot of choices, and I often forgot. There was a reporting menu, and pre-reporting to be selected.”

It was natural for Mrs. DS to experience using E-Bupot because she had only used ± 1 year. The confusion was experienced because the existing menu was included in choosing whether it was included in the category of income tax article 23, 4 (2), and others. Included in each of these must also reselect the items. However, Mrs. DS's spirit was fulfilling tax compliance (making tax cuts) by learning self-taught using YouTube by studying E-Bupot tutorials. One of the YouTube channels visited was the video of the Directorate General of Taxes <https://www.youtube.com/watch?v=Puw1YLdq6wI> and many other pages relevant to E-Bupot. To quote Mrs. DS's statement

“For the use of this application, I learned self-taught as I said, namely watching on YouTube. For example, I forgot then I looked back.”

The tutorial on the YouTube page was one of DGT's media for conducting tax education to improve taxpayers' understanding and technical skills. The spirit of “Forget it, take another look ” showed that Mrs. DS had great curiosity and never gave up on solving the problems faced.

Furthermore, the authors also interviewed Mr. MK who has been an employee of PT XX in Sumenep since 2019 and was given the mandate to take care of taxation. The following were the results of an interview with Mr. MK related to E-Bupot.

“Bupot since 2016. But it had not been applied by employees before, just used the application (excel). Now we have been using E-Bupot since 2019, because here what was often used as income tax article 22 and income tax article 4 (2) were often used, whereas income tax article 23 was only accounting reporting services.”

PT XX has known about E-Bupot since 2016 for tax deduction, where previously it also used the Excel application used by Mrs. DS. Then since Mr. MK became an employee at PT XX, the company has used and utilized E-Bupot for withholding several types of taxes, namely PPh article 22, 23, and 4 (2) only for accounting services for financial reporting. Withholding income tax article 4 (2) on dividend transactions distributed to individual taxpayer shareholders. Quoting the statement of Mr. MK

“Income tax article 4 (2) used to be for personal dividends because now there was a new regulation. There was another article 4 (2) namely building rent, besides this, there was no transaction related to tax deductions.”

Mr. MK used E-Bupot in withholding income tax article 4 (2) on dividends received by individual taxpayers before the rule change. However, with the new regulation in the law on harmonization of tax regulations article 4 paragraph (3) point f where dividends received by individual taxpayers while reinvested in Indonesia were not tax objects.

“... dividends originating from within the country received or obtained by Taxpayers: domestic individuals if they invested the dividend in the territory of the unitary state of the Republic of Indonesia within a certain period; and/or”

In addition to dividends, the use of E-Bupot at PT XX for building rent, namely income tax article 4 (2) at a rate of 10%. According to Mr. MK, withholding tax on income tax articles 4 (2) and 23 before the E-Bupot must coordinate with the tax office related to electronic certificates. According to Mr. MK's statement

“Previously, coordination with the tax office related to income tax article 4 (2) and income tax article 23 because it was related to electronic certificates.”

E-Bupot which is now used reduces the flow in withholding/collecting taxes, both income tax article 4 (2) and 23, because taxpayers who make deductions will automatically enter data on the djponline page. So, it is also believed to make it easier and the process faster than before. Quoting the statement of Mr. MK

“... with E-Bupot on the djponline page provided easier and more complete features. It was very easy to deduct income tax article 23 and income tax article 4 (2) and did not have many transactions.”

Mr. MK as the tax department at PT XX also felt the same benefits as Mrs. DS that using E-Bupot provided convenience in withholding taxes. Taxpayers can independently make deductions while reporting evidence of tax withholding through the djponline page, so there was no dependence on carrying out these activities. This was very helpful compared to the previous cutting method used, whereas a long-time user Mr. MK with features that became a single unit provided convenience. Where previously for tax deductions the feature was still separate for each type of tax, so it was not practical.

The ease of utilizing E-Bupot in tax deductions was a support for the Mr. MK to avoid sanctions, considering that taxpayers who did not report and pay for the deductions made will be subject to sanctions. Quoting the statement of Mr. MK

“Of course, with the application it made it easier for us to do reports, because making cuts and reporting them was an obligation, if not done it would be penalized. So, with this convenience, we were encouraged to comply with tax withholding and reporting activities.”

In addition to the obligations and sanctions that would be received if you did not report taxes, Mr. MK realized that E-Bupot also helped in making deductions because it was more practical and easier, in one activity taxpayers who made deductions could produce evidence of tax withholding and tax reporting because the system was in sync with djponline.

The description of the interview results revealed by the informant of this research as a user and interacting directly with E-Bupot provided a conclusion that E-Bupot gave convenience in the tax deduction process. Compared to when E-Bupot was able to reduce work time and costs that should be incurred by agencies/institutions. Furthermore, some of these conditions and conclusions for perfection would be discussed from the perspective of the technology acceptance model (TAM).

Davis in 1986 suggested in the Technology Acceptance Model (TAM) that a person who accepted to use of technology in the context of this research was an "E-Bupot" because of two factors, namely the perception of ease of use and the perception of usefulness (Ghozali, 2020). First, the perception of ease of use. Where corporate taxpayers would utilize digital technology "E-Bupot" in tax collection/collection when the technology was easy to use or apply. Based on the above results delivered by Mrs. DS and Mr. MK, it was stated that the existence of E-Bupot was more practical and easier to use compared to before which was still using Excel and before updates were made to the E-Bupot unification system. Corporate taxpayers who will make tax deductions must enter data and then print and sign manually while with E-Bupot only data entry, it would have made and reported tax deductions.

The ease of technology provided by E-Bupot made taxpayers motivated to fulfil their tax obligations, in this case making tax cuts. Fulfilment of tax obligations by taxpayers was easily, practically done, and without convolutions made by taxpayers to try to be obedient in addition to sanctions. Other conveniences also had many technical tutorials on the use of E-Bupot on the Director General of Taxes YouTube page or others so that, when taxpayers who made deductions/collections experience difficulties they immediately accessed the information. This was done and revealed by Mrs. DS as an informant.

Second, is the perception of usefulness. Where corporate taxpayers would utilize digital technology "E-Bupot" in making tax cuts when the technology provided great benefits in improving performance. The performance proven by the existence of E-Bupot was that corporate taxpayers who made deductions felt that their work was faster than before using E-Bupot. Without the difference between corporate taxpayers, E-Bupot must print and ask for signatures as mentioned above, this activity could be cut so that the working time for tax withholding was shorter. Another benefit obtained was the efficiency of printing costs that should be incurred by corporate taxpayers that can be minimized because with E-Bupot there was no paper at all in the tax withholding process. Performance productivity that was spent on processing tax deductions could be allocated to other activities. this further showed that the existence of E-Bupot had a positive impact on corporate taxpayers who made tax cuts.

DISCUSSION

The technological transformation carried out by DGT in the context of this research explained that E-Bupot had a positive impact on increasing the productivity of the corporate taxpayer's performance. This was also in line with the spirit of information technology with information technology that could accelerate work (Guliyeva et al., 2020) and improve performance (Chan, 2017). This was felt by the object of this research while utilizing E-Bupot in withholding/collecting taxes. The speed and productivity of using E-Bupot would certainly have an impact on taxpayer compliance in fulfilling their obligations because they felt that fulfilling these obligations was very easy, fast, and practical (Arianty, 2023). On the contrary, if the existence of E-Bupot hampered tax withholding/leverage, of course, this would reduce the level of compliance of taxpayers in fulfilling their tax obligations. Therefore, the development of tax facilities by utilizing information technology greatly facilitated taxpayers in fulfilling their tax obligations and assisted DGT in increasing tax compliance and revenue.

This research complimented several previous research results on the effectiveness and usefulness of technology-based features developed by DGT in improving taxpayer compliance (Cahyani et al., 2021; Karina et al., 2022; Subagiyo et al., 2023; Tita et al., 2022). Moreover, research also showed the existence of the Technology Acceptance Model (TAM) in the use of information technology, in this case E-Bupot. Furthermore, this research aligned to the research treasures of the effectiveness of the use of information technology by DGT in improving taxpayer compliance which was DGT's strategic plan for carrying out tax reform in the field of information technology. So in the future, the service system carried out by DGT must adopt the use of information technology to increase effectiveness and convenience for users (He et al., 2021).

This research provided several implications theoretically, practically, and policy. Theoretically, this research provided an argument that digital transformation provided added value, improved performance, and gave convenience to users. However, the form of digital transformation that was utilized must be easy to use and provide benefits for its users as technology acceptance model theory (Davis, 1989). The practical implication for taxpayers was explaining that the use of digital technology such as E-Bupot would accelerate performance and minimize the error rate in fulfilling tax obligations and a qualified database system that can be accessed anywhere and anytime. Taxpayers in the future are required to be able to utilize digital technology well to utilize and integrate tax services optimally to comply with tax obligations. For DGT, it was important to develop a tax system that was integrated into one digital technology-based service, considering the ease of digital technology that had been used very helpful and made it easier for taxpayers to fulfil their tax obligations (Bellon et al., 2022; Cahyani & Istikhoro, 2021; Lee, 2016). In time, it can be planned to use E-Bupot in general which accommodated all types of deductions/collections such as income tax articles 4(2), 15, 21, 22, 23, and 26 in one application. So that taxpayers did not need to remember the many types of E-Bupot that would be used. In addition, intimate socialization (Dewi et al., 2021; Indriana et al., 2020) and education (Diamendia & Setyowati, 2021) were also mandatory for taxpayers to improve their understanding and skills with tax services.

CONCLUSIONS

This research concluded that the use of information technology in improving corporate taxpayer compliance with collecting taxes with E-Bupot helped taxpayers. Corporate taxpayers found it more practical to carry out the withholding/collection process with E-Bupot because it did not need to be printed and signed manually. E-Bupot also sped up the tax collection process and minimised costs that should be incurred by taxpayers, including minimizing file storage because it did not use paper. From the perspective of the Technology Acceptance Model (TAM), E-Bupot fulfilled two main elements of information technology utilization, namely the perception of ease of use and the perception of usefulness. Where corporate taxpayers utilized digital technology "E-Bupot" in tax collection because they considered the technology easy to use and the technology provided great benefits in improving performance. Therefore, DGT conducted comprehensive and continuous socialization is important so that taxpayers who did not understand E-Bupot could take advantage of it and would have an impact on the level of taxpayer compliance in fulfilling the obligation to withhold/collect. The E-Bupot feature and other similar features could be developed by business developments and taxpayers needed to support DGT's strategic plan in the field of tax reform. Research had limitations in conducting interviews with informants, although it did not reduce the validity of the data, further research should be refined by adding informants from various agencies that could even reach national or multinational companies.

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