Analysis of The Level of Taxpay Compliance For Micro Small Medium Enterprises in Paying Tax in Labuan Bajo

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Article Info	ABSTRACT
	This study aims to analyze the level of taxpayer compliance for SMEs in paying taxes in Labuan Bajo. The research method used is a quantitative descriptive method. The population of this study was 200 MSME actors in Labuan Bajo and the data collection technique used in this study was distributing questionnaires to respondents. The method of data analysis was carried out using a total sample of 100 MSME taxpayer respondents. Then the respondents' answers could be developed using the three box method formula. The results showed that the compliance of MSME taxpayers in Labuan Bajo in complying with tax regulations reached an average of 72.79% and was included in the high category. *This is an open access article under the [CC BY-SA](#) license.*

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1. INTRODUCTION

Taxes are one of the biggest revenues for the state, which aims to improve people's welfare both materially and spiritually. Taxes are people's contributions to the state treasury based on law, so they can be enforced without receiving direct remuneration or remuneration with the aim of financing general state expenditures (Law Number 28 of 2007) concerning General Provisions on Taxation. Therefore, taxes are important for a country to move the wheels of government where the proceeds from tax collection will be used to finance all government operational activities. If there is no tax payment, operational activities can be hampered due to the lack of income earned by the government.

Government tax revenue consists of several sectors, one of which is the Micro, Small and Medium Enterprises (MSMEs) sector. The development of Micro, Small and Medium Enterprises has great potential in improving the standard of living of the Indonesian people.

Data from the Ministry of Cooperatives for Small and Medium Enterprises for 2021 states that the number of MSMEs in Indonesia has reached 64.2 million with a contribution to the Gross Domestic Product (GDP) of 61.07% or IDR 8,573.89 trillion (Ministry of Finance of the Republic of Indonesia, 2021). This income is received by the government from various types of MSME players who are spread from various regions including one of them in Labuan Bajo, West

Manggarai Regency. The number of MSMEs in Labuan Bajo is as follows: data for 2020 totaled 5,051 (five thousand fifty one) MSME actors, this number will continue to increase in 2021 with a total of 6,729 (six thousand seven hundred and twenty nine), the percentage increase from 2020 to 2021 reaches the 33% mark. In 2022 the number is 7. 662 (seven thousand six hundred and sixty two) MSME actors and received a percentage increase reaching 14%. Below is a graph of the increase in the number of MSMEs in Labuan Bajo from 2020, 2021 to 2022.
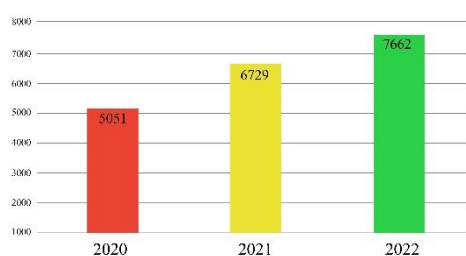
Source: Labuan Bajo Manpower, Transmigration and MSME Office (2022)

Figure 1. Number of MSMEs in Labuan Bajo

The MSME products that are often marketed in Labuan Bajo are culinary, workshops, barbershops, laundry, vehicle washing and others. One of the policies from the government to help ease tax costs for MSME actors in paying taxes is the reduction in the tax rate stated in PP 23 of 2018 concerning Final PPH which originally had a rate of 1% (one percent), has been reduced to 0.5% (zero point five percent) of turnover that must be paid and reported every month. This policy is certainly very helpful in easing the burden of tax costs from MSME actors in paying taxes.

One of the factors that influence the low compliance of individual taxpayers in paying their obligations is the tax rate [1]. The low tax burden makes people not really mind fulfilling their obligations. So it can be understood that the fairer the tax rate set, the higher the level of taxpayer compliance in paying its obligations. In this case the level of taxpayer compliance is expected to grow the number of taxpayers of MSME actors, because

the tax rate offered is lower than the previous tax rate.

Taxpayer awareness, tax authorities, tax sanctions, and tax amnesty have a positive effect on taxpayer compliance [2]. Strictness of tax sanctions and taxamnesty partially have a positive effect on taxpayer compliance, while knowledge of taxation, tax authorities and tax reform has no significant effect on taxpayer compliance [3]. Ease of paying taxes and the socialization of PP No. 46 of 2013 have a significant effect on the perceptions of taxpayers of MSME actors [4]. This means that the better the taxpayer's perception of the implementation of PP No. 46 of 2013, the MSME taxpayer will be more obedient in fulfilling his tax obligations.

Based on the explanation above, the researcher tries to examine how the level of taxpayer compliance for MSME actors pays taxes with different objects, namely in Labuan Bajo, Komodo District, West Manggarai. While the results of this study are expected to be able to provide answers to tax problems related to taxpayer compliance.

2. LITERATURE REVIEW
2.1 Tax

Tax is a relationship between the state and society individually (Govemment to private, G to P) to carry out state obligations in the field of taxation, in comprehensive management, it cannot be denied that taxation is directly related between the community and the state (which in Indonesia is represented and managed by the ministry of finance, especially the Directorate General of Taxes) [5].

According to the group, taxes are divided into two, namely:

a. Direct Tax is a tax that must be borne by the taxpayer himself and cannot be borne by another person or party.

b. Indirect Taxes are taxes that can ultimately be charged to other people or third parties. Indirect taxes occur if there is an activity, an act that causes the tax to be

owed, for example, the delivery of goods or services occurs.

Understanding Tax from an economic perspective is understood as the transfer of resources from the private sector to the public sector. This understanding illustrates that the presence of taxes causes two situations to change. First, the reduced ability of individuals to control resources for the benefit of controlling goods and services.

2.2 Micro small and Medium Enterprises

UMKM is an abbreviation of Micro, Small and Medium Enterprises. MSME is a productive economic enterprise run by individuals or small business entities, so that MSME can be concluded as an economic business carried out by the lower middle class community. Based on Law Number 1 of 2020 regarding the definition of Micro, Small and Medium Enterprises (MSMEs) are as follows:

1. Micro Enterprises are productive businesses that are owned by individuals in accordance with the provisions of the Act.
2. Small business is a productive economic business that stands alone, which is carried out by individuals or business entities that are not the result of subsidiaries or not from branches of companies that are owned, controlled or become part of either directly or indirectly originating from medium and large businesses in accordance with the law.
3. Medium Enterprises are productive economic businesses that stand alone, which are carried out by individuals or business entities that are not the result of subsidiaries or not from branches of companies that are owned, controlled or become part of either directly or indirectly with small or large businesses with a total net worth obtained each year.

Then to find out the criteria for small and medium enterprises (MSMEs), the following table presents MSME criteria:

Table 1. MSME criteria

No	Description	Criteria/Year
1.	Micro business	Max. 50 Million – 300 Million
2.	Small business	300 Million – 2.5 Billion
3.	Middle Business	500 Million – 10 Billion

Source: [6]

2.3 Taxpayer Compliance

The importance of tax knowledge for taxpayers influences tax attitudes towards a fair tax system [7]. The existence of a better quality of knowledge will provide an attitude of fulfilling obligations properly through the existence of a state tax system that is considered fair.

Knowledge of taxation is the understanding of taxpayers regarding laws, regulations, correct tax procedures in the form of knowledge of tax functions, payment procedures, knowledge of tax sanctions and tax payment locations. Indicators of understanding taxes are that taxpayers know the function of taxes, understand tax payment procedures, know sanctions and know where to pay taxes [8]. Tax compliance can be interpreted that taxpayers have the willingness to fulfill their tax obligations in accordance with applicable regulations without the need for inspection, careful investigation, warnings or threats and application of administrative sanctions [9].

Quality of tax services is one of the things that increases the interest of taxpayers in fulfilling their tax obligations and it is expected that tax service officers must have good competence regarding all matters related to taxation in Indonesia [10]. Taxpayer satisfaction regarding services is formed by the dimensions of the quality of human resources, tax regulations and tax information systems.

3. METHODS

3.1 Types of research

This type of research is a quantitative descriptive study that describes how taxpayer compliance for MSME actors pays taxes in Labuan Bajo. Quantitative is a research method that is based on

positivity (concrete data), research data in the form of numbers that will be measured using statistics as a calculation test tool, related to the problem under study to produce a conclusion [11]. The data source in this study is primary data which will be obtained directly from the research subjects.

3.2 Object of research

The object of this research includes Micro, Small and Medium Enterprises (UMKM) in Labuan Bajo. engaged in the business sector: Culinary, Workshop, Laundry, Barbershop, Car Wash, and others.

3.3 Data collection technique

The data collection technique used in this research uses primary data, where researchers get information directly by conducting interviews and making questionnaires.

Furthermore, respondents' answers will be measured using a Likert scale, with 4 levels of answers, namely:
1. Strongly Disagree (STS)
2. Disagree (TS)
3. Agree (S)
4. Strongly Agree (SS).

3.4 Data analysis technique

The method of data analysis was carried out using a total sample of 100 respondents. Then the respondent's answer can be developed with the formula, as follows:

$$((F1x1) + (F2x2) + (F3x4) + (F4x4))$$

Where F is the frequency of the respondent's answer. then determine the index value by means of the accumulated value of the indicator divided by the number of scales used. Finally, using the range value criterion, namely using the three box method. Three box method is divided into three categories as follows [12]:

10.00 – 40.00: Low
40.01 – 70.00: Moderate
70.01 – 100: High

4. RESULTS AND DISCUSSION

4.1 General Description of the Research Object

Labuan Bajo is the capital city located in West Manggarai Regency, East Nusa Tenggara Province. Based on Law No. 8 of 2003, the area of West Manggarai Regency is 9,450 km2, which consists of a land area of 2,947.50 km2 and an area of sea of 7,052.97 km2. West Manggai Regency with its capital in Labuan Bajo which has a very strategic and geographical location on the western tip of the island of Flores. Besides Komodo, Labuan Bajo is also known as a super premium tourism city because it has beautiful natural charm, both mountains and oceans, so it becomes an opportunity for Micro, Small and Medium Enterprises (MSMEs) such as culinary, car washing, barbershops, laundry, workshops and others. This can potentially contribute to increasing local tax revenue sources.

4.2 Respondent Profile

Table 2. Profile of Respondents

Information	Sum	Percentage
Gender		
Man	75	75%
Woman	25	25%
Total	100	100%
Age	10	10%
Generation Z (9-24 Years)		
Millennial Generation (25-40 Years)	70	70%
Generation X (41-56 Years)		

Total	20	20%
	100	100%
Education		
Junior High School (SMP)	10	10%
High School (SMA)		
Diploma 4/Strata 1	70	70%
Total		
	20	20%
	100	100%
Turnover		
500.000 – 5.000.000 6.000.000–10.000.000	70	70%
10.000.00-20.000.000	20	20%
	10	10%
Business Type		
Culinary	25	25%
Workshop	20	20%
Laundry	25	25%
Barbershop	20	20%
Vehicle Wash	10	10%

Source: Processed data (2023)

Based on the table above when viewed from gender, the majority of respondents were male as much as 75% of respondents while for women it was 25%. Based on the generation in the table above, the majority of respondents are the millennial generation (25-40 years), amounting to 70%. Based on education, the majority of 70% of respondents graduated from high school (SMA), 20% graduated from Diploma 4/Strata 1 and the rest were junior high school graduates, namely 10% of respondents. Based on turnover, the majority of respondents have income from 500 thousand to 5 million, 70%. While the profile of respondents based on the type of business for culinary as much as 25%, workshop 20%, laundry 25%, barbershop 20% and car wash 10%.

4.3 Respondents' Answers in General

The following is a table of respondents' answers on the level of taxpayer compliance for MSMEs in paying taxes in Labuan Bajo.

Table 3. MSME Taxpayer Compliance

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	12	18	30	40	298	74.50%	Tall
2	14	21	20	45	266	74.00%	Tall
3	9	16	35	40	306	76.50%	Tall
4	14	22	30	34	284	71.00%	Tall
5	12	10	28	50	316	79.00%	Tall
6	12	26	22	40	290	72.50%	Tall
7	14	22	28	36	286	71.50%	Tall
8	12	18	30	40	298	74.50%	Tall
9	14	21	20	45	296	74.00%	Tall
10	13	22	27	36	282	70.50%	Tall
11	12	24	30	34	286	71.50%	Tall
12	10	15	29	46	311	77.75%	Tall
13	13	23	28	36	287	71.75%	Tall
14	15	21	23	41	290	72.50%	Tall
Average						72.79%	**Tall**

Source: Processed data (2023)

Based on the table above, the majority of respondents answered that they strongly agreed to the first statement that they always report their VAT returns on time. Where the value of the obedience index shows the number 74.50%, this proves that the high obedience of MSME taxpayers in reporting SPT. Then the second statement gets a high score that they always report their SPT PPh on time with an index value of 74.00%. It can be concluded that the high number of MSME taxpayers reporting SPT PPh on time. In the third statement, 40 respondents answered that they strongly agreed that after they carried out a tax audit, they were active in calculating the tax on the self-assessment system. Then for the fourth statement, namely getting 34 respondents who answered strongly agree for tax audits for MSME actors to get a NPWP.

For statement number six that as many as 40 respondents strongly agree when filling out the SPT it must be in accordance with the actual tax amount. In the seventh statement, 36 respondents answered strongly agree with the statement during the tax audit that they are willing to lend their tax books and other documents. For statement eight, as many as 40 taxpayer respondents are willing to collect and withhold taxes when conducting a tax audit. As many as 45 respondents answered strongly agree with

the ninth statement that they always comply with the provisions in tax audits. Then the tenth statement as many as 36 respondents answered strongly agree that they are always active and on time in paying taxes to avoid sanctions.

For the eleventh statement as much34Respondents answered that they strongly agreed in understanding the tax system, namely from the calculation, payment and reporting of taxes. For the twelfth statement gets as much 46 Respondents answered that they agreed to always avoid behavior that results in taxpayers receiving tax sanctions. For statement number thirteen that taxpayers believe and do not suspect fraud committed by the government, 36 answered strongly agree and for the last statement, 41 respondents answered strongly agree that taxpayers know the types of violations that will be imposed.

So it can be concluded that the compliance of MSME taxpayer respondents in Labuan Bajo in complying with tax regulations reached an index above 70% with an average of 72.79% and received a high decision.

4.4 Respondents' Answers Based on Gender

The following table presents taxpayer compliance in paying taxes for MSMEs in Labuan Bajo based on male and female gender.

Table 4. Answers based on Male Gender

Statement	Alternative Answers				Total Score	Index	Decision
	1	**2**	**3**	**4**			
1	10	18	22	25	212	70.67%	Tall
2	15	9	26	25	210	70.00%	Tall
3	5	11	27	32	236	78.67%	Tall
4	8	15	24	28	222	74.00%	Tall
5	7	9	21	38	240	80.00%	Tall
6	5	10	25	40	260	86.67%	Tall
7	12	13	23	27	215	71.67%	Tall
8	8	10	24	33	232	77.33%	Tall
9	9	13	16	37	231	77.00%	Tall
10	10	13	22	30	222	74.00%	Tall
11	5	12	27	31	234	78.00%	Tall
12	7	12	21	35	234	78.00%	Tall
13	5	19	22	29	225	75.00%	Tall
14	10	12	16	37	230	76.67%	Tall
Average						**76.26%**	**Tall**

Source: Processed data (2023)

Based on the table of male respondents above, the highest index is 86.67% from statement number six, namely the taxpayer respondent always fills out the SPT completely and correctly, while the lowest index is 70.00% from statement number two, namely the taxpayer reporting SPT PPh on time. So if it is concluded that from statement one to statement fourteen it reaches an index of 76.26% with a high decision.

Table 5. Profile of Respondents by Gender Female

Statement	Alternative Answers				Total Score	Index	Decision
	1	**2**	**3**	**4**			
1	3	3	7	12	60	60.00%	Currently
2	3	6	10	14	67	67.00%	Currently
3	2	3	5	15	71	71.00%	Tall
4	1	6	6	6	61	61.00%	Currently
5	3	6	7	9	72	72.00%	Tall
6	4	9	5	7	65	65.00%	Currently
7	5	4	6	10	71	71.00%	Tall
8	4	5	6	10	72	72.00%	Tall
9	5	7	4	9	67	67.00%	Currently
10	2	8	5	10	67	67.00%	Currently
11	3	8	7	7	68	68.00%	Currently
12	3	1	9	12	80	80.00%	Tall
13	1	7	8	9	75	75.00%	Tall
14	4	10	7	4	61	61.00%	Currently
Average						68%	Currently

Source: Processed Data (2023)

From the table of female respondents' answers above, the highest index is 80.00% of statement 12, namely that taxpayers avoid behavior that results inreceive tax sanctions while the lowest index is 60.00% of the first statement, that is, taxpayers always report their periodical VAT returns on time. So if it is concluded that from statements one to fourteen it reaches an index of 68.00% and gets a moderate decision because it is below 70%.

4.5 Respondents' answers by age

Table 6. Respondents' Answers Based on Generation Z

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	1	1	2	6	33	82.50%	Tall
2	1	2	1	6	32	80.00%	Tall
3	2	1	4	3	28	70.00%	Tall
4	2	1	4	3	28	70.00%	Tall
5	1	1	4	4	31	77.50%	Tall
6	1	1	3	5	32	80.00%	Tall
7	3	1	2	6	32	80.00%	Tall
8	1	1	3	5	32	80.00%	Tall
9	1	1	4	4	31	77.50%	Tall
10	1	1	4	4	31	77.50%	Tall
11	1	1	2	6	33	82.50%	Tall
12	1	1	4	4	31	77.50%	Tall
13	1	2	3	4	30	75.00%	Tall
14	1	1	4	4	31	77.50%	Tall
Average						76.68%	Tall

Source: Processed data (2023)

Based on the table of Z generation respondents above, the highest index is 82.50% of statements number one and number eleven, namely that taxpayer respondents always report their periodical VAT returns on time and respondents understand the tax system, from calculations, payments and tax reports. While the lowest index is 70.00% from statements number three and number four, namely active taxpayers calculating the tax on the self-assessment system and in the tax audits of MSME actors so that they get a NPWP. So if it is concluded that from statement one to statement fourteen it reaches an index of 76.68% and gets a high decision.

Table 7. Respondents' Answers Based on Millennials 70%

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	5	5	20	40	235	83.93%	Tall
2	5	10	5	50	240	85.71%	Tall
3	3	7	20	40	237	84.64%	Tall
4	5	10	20	35	225	80.36%	Tall
5	10	5	15	40	225	80.36%	Tall
6	5	5	20	40	235	83.93%	Tall
7	2	8	25	35	233	83.21%	Tall
8	7	13	24	26	209	74.64%	Tall
9	9	10	16	35	217	77.50%	Tall
10	3	7	15	45	242	86.43%	Tall
11	8	5	20	37	226	80.71%	Tall
12	3	10	37	20	214	76.43%	Tall
13	5	15	15	35	220	78.57%	Tall
14	9	11	20	30	211	75.36%	Tall
Average						80.84%	Tall

Source: Processed data (2023)

Based on the millennial generation table above, the highest index is 86.43% of statement number ten, namely the taxpayer respondent always reports the VAT period SPT on time, while the lowest index is 74.64%

of statement number eight, namely the taxpayer during the tax audit is willing to lend accounting and other documents. So if it is concluded that from statement one to statement fourteen it reaches an index of 80.84% and gets a high decision.

Table 8. Respondents' Answers Based on Generation X

statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	3	2	5	10	62	77.50%	Tall
2	1	1	5	13	70	87.50%	Tall
3	2	1	10	7	62	77.50%	Tall
4	2	1	7	10	65	81.25%	Tall
5	3	2	6	9	61	76.25%	Tall
6	1	4	7	8	62	77.50%	Tall
7	3	1	5	11	64	80.00%	Tall
8	2	2	4	12	66	82.50%	Tall
5	2	1	10	7	62	77.50%	Tall
10	2	1	2	15	69	86.25%	Tall
11	1	1	5	13	70	87.50%	Tall
12	2	2	10	6	60	75.00%	Tall
13	1	3	8	7	59	73.75%	Tall
14	1	1	2	16	73	91.25%	Tall
Average						80.80%	Tall

Source: Processed data (2023)

Based on the respondent tablegeneration X above, the highest index is 91.25% of statement number fourteen, namely the taxpayer respondents know the types of violations that will be imposed while the lowest index is 73.75% of statement number thirteen, namely the taxpayer does not suspect any fraud committed by the government. So if it is concluded that from statement one to statement fourteen it reaches an index of 80.80% and gets a high decision.

4.6 Respondents' Answers Based on Latest Education

Below is presented the distribution of respondents' answers regarding taxpayer compliance for MSME players in paying taxes in Labuan Bajo based on their last education from junior high school, high school and bachelor degree.

Table 9. Respondents' Answers Based on Middle School Education

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	1	1	2	6	33	82.50%	Tall
2	1	2	1	6	32	80.00%	Tall
3	1	1	3	5	28	70.00%	Tall
4	2	1	2	5	32	80.00%	Tall
5	1	1	4	4	31	77.50%	Tall
6	1	1	3	5	39	97.50%	Tall
7	1	1	5	3	30	75.00%	Tall
8	1	2	4	3	29	72.50%	Tall
9	1	1	4	4	31	77.50%	Tall
10	1	1	4	4	31	77.50%	Tall
11	1	1	2	6	33	82.50%	Tall
12	1	1	3	5	32	80.00%	Tall
13	1	2	4	3	29	72.50%	Tall
14	1	1	4	4	31	77.50%	Tall
Average						78.75%	Tall

Source: Processed data (2023)

Based on the table of respondents who graduated from junior high school above, the highest index is 82.50% from statement number one, number six and number eleven, namely the taxpayer respondent always reports the periodical VAT SPT on time, the taxpayer fills the SPT in accordance with the amount of tax, and the taxpayer understands the tax system. While the lowest index is 70.00% from statement number three, namely active taxpayers calculating the tax self assessment system. So if it is concluded that from statement one to statement fourteen it reaches an index of 78.75% and gets a high decision.

Table 10. Respondents' Answers Based on Last High School Education

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	5	5	30	30	225	80.36%	Tall
2	5	10	10	45	235	83.93%	Tall
3	3	7	15	45	242	86.43%	Tall
4	5	10	10	45	235	83.93%	Tall
5	10	5	20	35	225	80.36%	Tall
6	5	5	20	40	235	83.93%	Tall
7	2	8	25	35	233	83.21%	Tall
8	7	13	24	26	209	74.64%	Tall
9	9	10	16	35	217	77.50%	Tall
10	3	7	15	45	242	86.43%	Tall
11	8	5	20	37	226	80.71%	Tall
12	3	10	37	20	214	76.43%	Tall
13	5	15	15	35	220	78.57%	Tall
14	9	11	20	40	211	75.36%	Tall
Average						80.84%	Tall

Source: Processed data (2023)

Based on the table of graduated respondents SMA above, the highest index is 86.43% from statement number three, namely the taxpayer is active in calculating the tax on the self assessment system and number ten, namely the taxpayer is always active and on time in paying taxes. While the lowest index is 74.64% from statement number eight, namely the taxpayer is willing to collect and withhold tax when conducting a tax audit. So if it is concluded that from statement one to statement fourteen it reaches an index of 80.84% and gets a high decision.

Table 11. Respondents' Answers Based on Graduate Education (20%)

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	3	2	3	12	62	77.50%	Tall
2	1	1	5	13	70	87.50%	Tall
3	2	1	4	13	62	77.50%	Tall
4	2	1	6	11	65	81.25%	Tall
5	3	2	2	13	61	76.25%	Tall
6	1	4	5	10	62	77.50%	Tall
7	3	1	5	11	64	80.00%	Tall
8	2	2	4	12	66	82.50%	Tall
5	2	1	7	10	62	77.50%	Tall
10	2	1	2	15	69	86.25%	Tall
11	1	1	3	15	70	87.50%	Tall
12	1	1	2	16	60	75.00%	Tall
13	1	3	4	12	59	73.75%	Tall

14	1	1	1	17	73	91.25%	Tall
Average						80.80%	Tall

Source: Processed data (2023)

From the table above it can be seen that as many as 20% of respondents with a bachelor's degree answered agree, to all statements and got an index above 70% with an average of 80.80%, so that it can be concluded that taxpayer compliance based on a bachelor's degree is high.

4.7 Respondents' answers Based on Turnover

Based on the table of respondents who graduated last Diploma 4 above, the highest index is 91.25% from statement number fourteen, namely the taxpayer knows the types of violations that will be imposed while the lowest index is 73.75% from statement number thirteen, namely the taxpayer believes and do not suspect any shortcomings in the government. So if it is concluded that from statement one to statement fourteen it reaches an index of 80.80% and gets a high decision.

Table 12. Respondents' Answers Based on Turnover Rp. 500,000 - Rp. 5,000,000

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	5	5	15	45	240	85.71%	Tall
2	5	10	15	40	230	82.14%	high
3	3	7	15	45	242	86.43%	Tall
4	5	10	10	45	235	83.93%	Tall
5	10	5	20	35	225	80.36%	Tall
6	5	5	20	40	235	83.93%	Tall
7	2	8	25	35	233	83.21%	Tall
8	7	13	24	26	209	74.64%	Tall
9	9	10	16	35	217	77.50%	Tall
10	3	7	15	45	242	86.43%	Tall
11	8	5	20	37	226	80.71%	Tall
12	3	10	37	20	214	76.43%	Tall
13	5	10	25	35	220	78.57%	Tall
14	9	1	20	40	211	75.36%	Tall
Average						81.10%	Tall

Source: Processed data (2023)

Based on the table of respondents with a turnover of 500,000 to 5 million above, the highest index is 86.43% from statement number three, namely active taxpayers calculating the tax self-assessment system and number ten, namely taxpayers always paying taxes on time. While the lowest index is 74.64% from statement number eight, namely taxpayers are willing to collect taxes during tax audits. So if it is concluded that from statement one until the fourteenth statement reached an index of 81.10% and got a high decision.

Table 13. Respondents' Answers Based on Turnover of Rp. 600,000 – Rp. 10,000,000

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	3	2	3	12	62	77.50%	Tall
2	1	1	5	13	70	87.50%	Tall
3	2	1	4	13	62	77.50%	Tall
4	2	1	6	11	65	81.25%	Tall
5	3	2	2	13	61	76.25%	Tall
6	1	4	5	10	62	77.50%	Tall

7	3	1	5	11	64	80.00%	Tall
8	2	2	4	12	66	82.50%	Tall
5	2	1	7	10	62	77.50%	Tall
10	2	1	2	15	69	86.25%	Tall
11	1	1	3	15	70	87.50%	Tall
12	1	1	2	16	60	75.00%	Tall
13	1	3	4	12	59	73.75%	Tall
14	1	1	1	17	73	91.25%	Tall
Average						80.80%	Tall

Source: Processed data (2023)

Based on the table of respondents with a turnover of 6 million to 10 million above, the highest index is 91.25% from statement number fourteen, namely the taxpayer knows the types of violations that will be imposed while the lowest index is 73.75% from statement number thirteen, namely the taxpayer do not suspect fraud committed by the government. So if it is concluded that from statement one to statement fourteen it reaches an index of 80.80% and gets a high decision.

Table 14. Respondents' Answers Based on Turnover 10,000,000 – 20,000,000

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	1	1	2	6	33	82.50%	Tall
2	1	2	1	6	32	80.00%	Tall
3	1	1	3	5	28	70.00%	Tall
4	2	1	2	5	32	80.00%	Tall
5	1	1	4	4	31	77.50%	Tall
6	1	1	3	5	39	97.50%	Tall
7	1	1	5	3	30	75.00%	Tall
8	1	2	4	3	29	72.50%	Tall
9	1	1	4	4	31	77.50%	Tall
10	1	1	4	4	31	77.50%	Tall
11	1	1	2	6	33	82.50%	Tall
12	1	1	3	5	32	80.00%	Tall
13	1	2	4	3	29	72.50%	Tall
14	1	1	4	4	31	77.50%	Tall
Average						78.75%	Tall

Source: Processed data (2023)

Based on the table of respondents with a turnover of 10 million to 20 million above, the highest index is 82.50% from statement number one, namely the taxpayer always reports the VAT period SPT correctly and number eleven, namely the taxpayer understands the tax system while the lowest index is 70.00% of statement number three, namely active taxpayers calculating the tax self assessment system. So if it is concluded that from statement one to statement fourteen it reaches an index of 78.75% and gets a high decision.

Table 15. Respondents' Answers Based on the Type of Culinary Business

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	3	3	7	12	60	60.00%	Currently
2	3	6	10	14	67	67.00%	Currently
3	2	3	5	15	71	71.00%	Tall
4	1	6	6	6	61	61.00%	Currently
5	3	6	7	9	72	72.00%	Tall

6	4	9	5	7	65	65.00%	Currently
7	5	4	6	10	71	71.00%	Tall
8	4	5	6	10	72	72.00%	Tall
9	5	7	4	9	67	67.00%	Currently
10	2	8	5	10	67	67.00%	Currently
11	3	8	7	7	68	68.00%	Currently
12	3	1	9	12	80	80.00%	Tall
13	1	7	8	9	75	75.00%	Tall
14	4	10	7	4	61	61.00%	Currently
Average						78.75%	Tall

Source: Processed data (2023)

Based on the table of respondents for the type of culinary business above, the highest index is 80.00% from statement number twelve, namely taxpayers avoid behavior that results in receiving tax sanctions while the lowest index is 60.00% from statement number one, namely taxpayers reporting SPT period VAT on time. So if it is concluded that from statement one to statement fourteen it reaches an index of 78.75% and gets a high decision.

Table 16. Respondents' Answers Based on the Type of Workshop Business

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	3	2	3	12	62	77.50%	Tall
2	1	1	5	13	70	87.50%	Tall
3	2	1	4	13	62	77.50%	Tall
4	2	1	6	11	65	81.25%	Tall
5	3	2	2	13	61	76.25%	Tall
6	1	4	5	10	62	77.50%	Tall
7	3	1	5	11	64	80.00%	Tall
8	2	2	4	12	66	82.50%	Tall
5	2	1	7	10	62	77.50%	Tall
10	2	1	2	15	69	86.25%	Tall
11	1	1	3	15	70	87.50%	Tall
12	1	1	2	16	60	75.00%	Tall
13	1	3	4	12	59	73.75%	Tall
14	1	1	1	17	73	91.25%	Tall
Average						76.00%	Tall

Source: Processed Data (2023)

Based on the table of respondents for the type of workshop business above, the highest index is 91.25% from statement number fourteen, namely the taxpayer knows the types of violations that will be imposed while the lowest index is 73.75% from statement number thirteen, namely the taxpayer does not suspect government fraud. So if it is concluded that from statement one to statement fourteen it reaches an index of 76.00% and gets a high decision.

Table 17. Respondents' Answers Based on the Type of Laundry Business

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	3	3	7	12	60	60.00%	Currently
2	3	6	10	14	67	67.00%	Currently
3	2	3	5	15	71	71.00%	Tall
4	1	6	6	6	61	61.00%	Currently

5	3	6	7	9	72	72.00%	Tall
6	4	9	5	7	65	65.00%	Currently
7	5	4	6	10	71	71.00%	Tall
8	4	5	6	10	72	72.00%	Tall
9	5	7	4	9	67	67.00%	Currently
10	2	8	5	10	67	67.00%	Currently
11	3	8	7	7	68	68.00%	Currently
12	3	1	9	12	80	80.00%	Tall
13	1	7	8	9	75	75.00%	Tall
14	4	10	7	4	61	61.00%	Currently
Average						68%	Currently

Source: Processed Data(2023)

Based on the table of respondents for the type of laundry business above, the highest index is 80.00% from statement number twelve, namely taxpayers always avoid behavior that results in taxpayers receiving sanctions while the lowest index is 60.00% from statement number one, namely taxpayers always report their periodical VAT returns on time. So if it is concluded that from statement one to statement fourteen it reaches an index of 68.00% and gets a moderate decision.

Table 18. Respondents' Answers Based on Type of Hairdressing Business

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	3	2	3	12	62	77.50%	Tall
2	1	1	5	13	70	87.50%	Tall
3	2	1	4	13	62	77.50%	Tall
4	2	1	6	11	65	81.25%	Tall
5	3	2	2	13	61	76.25%	Tall
6	1	4	5	10	62	77.50%	Tall
7	3	1	5	11	64	80.00%	Tall
8	2	2	4	12	66	82.50%	Tall
5	2	1	7	10	62	77.50%	Tall
10	2	1	2	15	69	86.25%	Tall
11	1	1	3	15	70	87.50%	Tall
12	1	1	2	16	60	75.00%	Tall
13	1	3	4	12	59	73.75%	Tall
14	1	1	1	17	73	91.25%	Tall
Average						81.00%	Tall

Source: Processed Data(2023)

Based on the table of respondents for the type of barbershop business above, the highest index is 91.25% from statement number fourteen, namely the taxpayer knows the types of violations that will be imposed while the lowest index is 73.75% from statement number thirteen, namely the taxpayer does not suspect government fraud. So if it is concluded that from statement one to statement fourteen it reaches an index of 81.00% and gets a high decision.

Table 19. Respondents' Answers Based on the Type of Vehicle Washing Business

Statement	Alternative Answers				Total Score	Index	Decision
	1	2	3	4			
1	1	1	2	6	33	82.50%	Tall
2	1	2	1	6	32	80.00%	Tall
3	1	1	3	5	28	70.00%	Tall
4	2	1	2	5	32	80.00%	Tall
5	1	1	4	4	31	77.50%	Tall

6	1	1	3	5	39	97.50%	Tall
7	1	1	5	3	30	75.00%	Tall
8	1	2	4	3	29	72.50%	Tall
9	1	1	4	4	31	77.50%	Tall
10	1	1	4	4	31	77.50%	Tall
11	1	1	2	6	33	82.50%	Tall
12	1	1	3	5	32	80.00%	Tall
13	1	2	4	3	29	72.50%	Tall
14	1	1	4	4	31	77.50%	Tall
Average						78.75%	Tall

Source: Processed data (2023)

Based on the table of respondents for the type of vehicle washing business above, the highest index is 82.50% from statements number one and number eleven, namely taxpayers always report their periodic VAT returns on time, taxpayers understand the tax system. While the lowest index is 72.50% from statement number eight, namely the taxpayer is willing to collect taxes during a tax audit and number thirteen, namely the taxpayer does not suspect government fraud. So if it is concluded that from statement one to statement fourteen it reaches an index of 78.75% and gets a high decision.

5. CONCLUSIONS

Based on the results of the research above, it can be concluded that the taxpayer compliance index for MSMEs in Labuan Bajo in paying taxes in Labuan Bajo is in the high category. This is reflected by: 1) Respondents' answers based on the general compliance of MSME taxpayers in Labuan Bajo in complying with tax rules reached an average of 72.79% and were included in the high category. 2) Respondents' answers based on male gender in complying with MSME tax rules in Labuan Bajo were 76.26%, included in the high category. As for the female gender, it gets an average of 68.00%, which is in the medium category. 3) Respondents' answers based on age in complying with MSME tax rules in Labuan Bajo from generation Z are 76.68%,

Millennials are 80.84%, Generation X is 76.68%. So it can be concluded that based on the generation, both Z, Millennial and X generations are in the high category because they get an index above 70.00%. 4) Respondents' answers based on their last education in complying with MSME tax rules in Labuan Bajo for junior high school education was 78.75%, for senior high school education was 80.84% and undergraduate education was 80.80% so that it can be concluded based on last education has an average above 70.00% so that it is in the high category. 5) Respondents' answers based on turnover ranging from 5 hundred thousand to 5 million are 81.10% and turnover of 6 million to 10 million is 80.80%, and turnover of 10 million to 20 million is 78.75%, so it can be concluded that respondents' answers based on turnover have an average value above 70.00% and get a high decision. 6)Respondents' answers based on the type of culinary business were 78.75%, workshops were 76.00%, laundry was 68.00%, hairdressing was 81.00% and vehicle washing was 78.75%. So it can be concluded that based on the type of culinary business, workshops, hairdressing and car washing are included in the high category because they have an average of above 70.00%. As for the type of laundry business, it is included in the medium category because it has an average below 70.00%. 7) Is 81% and weaving is 76%. So it was concluded with an average above 70% and got a high decision.

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