THE EFFECT OF ENFORCEMENT ON TAX COMPLIANCE IN THE ADOPTION OF THE SELF-ASSESSMENT SYSTEM (SAS) AMONG INDIVIDUAL TAXPAYERS IN KLANG VALLEY.

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MASTER OF SCIENCE
(INTERNATIONAL ACCOUNTING)
UNIVERSITI UTARA MALAYSIA

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(International Accounting)

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I certify that any help received in preparing this thesis and all sources used have been acknowledged in this thesis.

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ABSTRACT

This study examines the impact of enforcement on tax compliance among individual taxpayers in the Klang Valley region of Malaysia. It focuses on the implementation of the Self-Assessment System (SAS) in Malaysia, which relies on tax laws and regulations enforced through penalties for non-compliance. Hence the focus of this study is to analyse the impact of Enforcement on Tax Compliance by employing the Theory of Planned Behaviour (TPB). The study finds that enforcement measures positively affect tax compliance, but issues arise due to the complex and ambiguous language used in tax legislation, hindering taxpayer understanding and motivation to comply. Moreover, the study highlights the importance of tax education, with a lack of proper knowledge affecting compliance rates. Interestingly, tax awareness alone did not significantly influence compliance. The research underscores the need for clear and comprehensible tax laws, robust enforcement measures, and comprehensive tax education programs to promote tax compliance effectively among individual taxpayers in the Klang Valley. Implementing these recommendations can lead to improved compliance rates and a more compliant taxpayer base in Malaysia.

Keywords: Enforcement, Tax Compliance, Self-Assessment System (SAS), Tax education, Knowledge, Tax awareness.

ABSTRAK

Kajian ini mengkaji kesan penguatkuasaan terhadap pematuhan cukai dalam kalangan pembayar cukai individu di wilayah Lembah Klang di Malaysia. Ia memberi tumpuan kepada pelaksanaan Sistem Taksir Sendiri (SAS) di Malaysia, yang bergantung kepada undang-undang dan peraturan cukai yang dikuatkuasakan melalui penalti bagi ketidakpatuhan. Justeru fokus kajian ini untuk menganalisis kesan Penguatkuasaan terhadap Pematuhan Cukai dengan menggunakan Teori Tingkah Laku Terancang (TPB). Kajian mendapati bahawa langkah penguatkuasaan memberi kesan positif kepada pematuhan cukai, tetapi isu timbul disebabkan oleh bahasa yang kompleks dan samar-samar yang digunakan dalam perundangan cukai, menghalang pemahaman dan motivasi pembayar cukai untuk mematuhi. Selain itu, kajian ini menekankan kepentingan pendidikan cukai, dengan kekurangan pengetahuan yang betul yang mempengaruhi kadar pematuhan. Menariknya, kesedaran cukai sahaja tidak mempengaruhi pematuhan dengan ketara. Penyelidikan menggariskan keperluan untuk undang-undang cukai yang jelas dan boleh difahami, langkah penguatkuasaan yang mantap, dan program pendidikan cukai yang komprehensif untuk menggalakkan pematuhan cukai secara berkesan dalam kalangan pembayar cukai individu di Lembah Klang. Perlaksanaan pengesyoran ini boleh membawa kepada peningkatan kadar pematuhan dan asas pembayar cukai yang lebih patuh di Malaysia.

Kata Kunci: *Penguatkuasaan, Pematuhan Cukai, Sistem Taksir Sendiri (SAS), Pendidikan cukai, Pengetahuan, Kesedaran cukai***.**

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In the name of Allah, the Most Merciful and Gracious. Allah (SWT) is the Sustainer of the World; peace and blessings be upon the Prophet Muhammad (SAW).

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Most importantly, to my beloved wife Nor Azila binti Mohd Sulaiman for her unwavering support, continuous encouragement, and patience as well as the source of my inspiration throughout my study and through the process of completing of this research project. Not forgetting my son, Yusuf bin Muhammad Syazwan for being with me and providing the emotional support from the beginning of the first semester until the completion of this project paper.

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May Allah SWT bless all of you.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Income tax is amongst the government's highest income contributors. As of 2022, 35.7% of the government's income comes from Income Tax collection figure. This figure comprises about RM 118.5 billion in income. The fund is mainly used for Development and Operating Expenditure for 2022 (2022 Budget Speech). The figure can be considered as very significant in terms of amount and percentage to total expenses, and it is no secret that government agencies that are tasked to oversee income tax collection in the nation are expanding their tax base in order to increase tax collection and eventually reduce loss of the nation's income.

Malaysia started implementing Self-Assessment System (SAS) for the country's tax collection in the year of assessment 2001 for companies, followed by businesses, partnerships, and consequently for cooperatives in the year of assessment 2003, and finally for Individuals in the year of assessment 2004 (Sapiei et al., 2013). The researcher also identified increasing collection, reducing the cost of collection, and encouraging voluntary compliance are among the objectives of SAS implementation.

SAS is essentially a process by which taxpayers are required by law to determine the taxable income, compute the tax liability, and submit their tax returns based on tax laws, policy statements, and guidelines issued by the tax authorities (Mustapha Khoo, para 1). Junainah et al. (2003) define self-assessment as an assessment approach based on the assumption that all information submitted by the taxpayer is correct and does not need to be verified by tax authorities.

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APPENDICES
APPENDIX 1 : SURVEY FORM

TUNKU PUTERI INTAN SAFINAZ SCHOOL OF ACCOUNTANCY (TISSA-UUM), UNIVERSITI UTARA MALAYSIA

THE EFFECT OF ENFORCEMENT ON TAXPAYER COMPLIANCE IN THE ADOPTION OF SELF-ASSESSMENT SYSTEM (SAS) AMONG INDIVIDUALTAXPAYERS IN KLANG VALLEY

Dear participant,

This questionnaire is designed to study the impact of enforcement on Tax Compliance among Individual Taxpayer in Klang Valley. Your participation is highly appreciated.

This study is conducted as a partial fulfilment for my Master of Science (International Accounting). The information you provide for the purpose of this study will be kept STRICTLY CONFIDENTIAL and for academic purposes only.

This questionnaire consist of 33 question only and will take no more than 10 minutes of your time. Your input is highly valued. Thank you very much for your time and cooperation.

Yours sincerely,

Peserta yang dihormati,

Soal selidik ini direka untuk mengkaji kesan penguatkuasaan terhadap pematuhan cukai di kalangan pembayar cukai individu di sekitar Lembah Klang. Penyertaan anda adalah amat diharapkan.

Kajian ini dilakukan sebagai memenuhi sebahagian daripada keperluan Sarjana Sains (Perakaunan Antarabangsa). Maklumat yang anda berikan untuk tujuan kajian ini akan DIRAHSIAKAN dan untuk tujuan akademik sahaja.

Soal selidik ini mengandungi 33 soalan sahaja dan akan mengambil masa tidak lebih daripada 10 minit masa anda. Maklumbalas anda amatlah dihargai. Terima kasih atas kerjasama yang diberikan.

Yang benar,

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SECTION A : DEMOGRAPHIC INFORMATION
BAHAGIAN A : MAKLUMAT DEMOGRAFI

Please tick (√) in the box provided.
Sila tandakan (√) di dalam kotak yang disediakan.

1. Gender / *Jantina*

- Male / *Lelaki*
- Female / *Perempuan*

2. Age / *Umur*

- 21 to 25
- 26 to 30
- 31 to 35
- 36 to 40
- 41 to 45
- 46 to 50
- 51 to 55
- >55

3. Race / *Bangsa*

- Malay / Melayu
- Chinese / Cina
- Indian / India
- Others / Lain-lain

4. Highest Academic Qualification / *Tahap Pendidikan Tertinggi*

- SPM
- Diploma / STPM / A-Level
- Bachelor Degree / Sarjana Muda
- Master / Sarjana
- PhD / Doktor Falsafah
- Others / Lain-lain

5. Monthly Household Income / *Pendapatan Bulanan Isi Rumah*

- Below RM 3,000 / *Bawah* RM 3,000
- RM 3,001 – RM 5,000
- RM 5,001 – RM 11,000
- Above RM 11,000 / *Melebihi* RM 11,000

SECTION B: TAX COMPLIANCE BEHAVIOUR
BAHAGIAN B: TINGKAH LAKU PEMATUHAN CUKAI

Please rate the following statements on a scale from 1 - 5, with 1 being strongly disagree and 5 being strongly agree.
Sila nilaikan pernyataan berikut pada skala dari 1 - 5, dengan 1 sangat tidak setuju dan 5 sangat setuju.

6	Since you've started working and earned your own income, you've been consistently submitted your income tax return form. *Sejak anda mula bekerja dan memperoleh pendapatan anda sendiri, anda telah menghantar borang nyata cukai pendapatan anda secara konsisten.*	1	2	3	4	5
7	As a responsible taxpayer, I understand it is my responsibility to calculate and submit income tax return form under Self Assessment System (SAS). *Sebagai seorang pembayar cukai yang bertanggungjawab, saya faham yang ia merupakan tanggungjawab saya untuk mengira dan menghantar borang nyata cukai pendapatan di bawah Sistem Taksiran Sendiri.*	1	2	3	4	5
8	Since i started working and earned my own income, I have been been audited by Inland Revenue Board of Malaysia either on my submission of income tax return form or non-submission of income tax return form. *Sejak saya mula bekerja dan memperoleh pendapatan sendiri, saya pernah diaudit oleh Lembaga Hasil Dalam Negeri Malaysia sama ada atas penghantaran borang nyata cukai pendapatan atau kerana tidak menyerahkan borang nyata cukai pendapatan saya.*	1	2	3	4	5
9	I have been audited by Inland Revenue Board of Malaysia and was subsequently penalized for the errors identified. *Saya pernah diaudit oleh Lembaga Hasil Dalam Negeri Malaysia dan dikenakan penalti atas kesilapan yang dikenalpasti.*	1	2	3	4	5

SECTION C: IMPACT OF ENFORCEMENT ON TAX COMPLIANCE
BAHAGIAN C: KESAN PENGUATKUASAAN TERHADAP PEMATUHAN CUKAI

Please rate the following statements on a scale from 1 - 5, with 1 being strongly disagree and 5 being strongly agree.
Sila nilaikan pernyataan berikut pada skala dari 1 - 5, dengan 1 sangat tidak setuju dan 5 sangat setuju.

10	I think imposing penalty is a form of encouragement to promote tax compliance. *Saya merasakan bahawa pengenaan penalti adalah salah satu bentuk galakan bagi meningkatkan pematuhan cukai.*	1	2	3	4	5
11	I am willing to be penalized as long as the penalty is imposed on the wrong I intend to do. *Saya tidak kisah dikenakan penalti sekiranya penalti tersebut dikenakan kerana kesalahan yang sengaja dilakukan.*	1	2	3	4	5
12	I think the penalty were imposed at a reasonable rate. *Saya berpendapat kadar penalti yang dikenakan adalah bersesuaian*	1	2	3	4	5
13	I think penalties should not be imposed if taxpayers are not well-versed on the taxation law. *Saya berpendapat penalti tidak sepatutnya dikenakan sekiranya pembayar cukai tidak mahir dengan undang-undang percukaian.*	1	2	3	4	5
14	Penalty should be imposed on repeated offenders only. *Penalti hanya perlu dikenakan ke atas kesalahan yang berulang sahaja.*	1	2	3	4	5
15	Strict enforcement will reduce tax compliance rates. *Penguatkuasaan yang ketat akan mengurangkan kadar pematuhan cukai.*	1	2	3	4	5
16	I will comply with tax rules if the enforcement is loose. *Saya akan mematuhi peraturan cukai jika penguatkuasaan longgar.*	1	2	3	4	5
17	I think there are other ways to promote tax compliance other than enforcement. *Saya berpendapat terdapat kaedah lain untuk menggalakkan pematuhan cukai selain daripada penguatkuasaan.*	1	2	3	4	5

SECTION D: IMPACT OF TAX KNOWLEDGE ON TAX COMPLIANCE
BAHAGIAN D: KESAN PENGETAHUAN CUKAI TERHADAP PEMATUHAN CUKAI

Please rate the following statements on a scale from 1 - 5, with 1 being strongly disagree and 5 being strongly agree.
Sila nilaikan pernyataan berikut pada skala dari 1 - 5, dengan 1 sangat tidak setuju dan 5 sangat setuju.

18	I think tax knowledge is important. *Saya merasakan pengetahuan cukai adalah penting.*	1	2	3	4	5
19	I think tax knowledge will promote tax compliance among taxpayers. *Saya berpandangan pengetahuan cukai akan menggalakkan pematuhan cukai di kalangan pembayar cukai.*	1	2	3	4	5
20	I think the level of tax knowledge among Malaysian taxpayers currently is high. *Saya berpendapat tahap pengetahuan cukai di kalangan pembayar cukai Malaysia pada masa kini adalah tinggi.*	1	2	3	4	5
21	I think tax knowledge is something that can be self-taught *Saya berpendapat pengetahuan cukai adalah sesuatu yang boleh dipelajari dengan sendiri.*	1	2	3	4	5
22	I will comply with tax rules if I have sufficient tax knowledge. *Saya akan mematuhi peraturan cukai jika saya memiliki pengetahuan cukai yang mencukupi.*	1	2	3	4	5

SECTION E: IMPACT OF TAX EDUCATION ON TAX COMPLIANCE
BAHAGIAN E: KESAN PENDIDIKAN CUKAI TERHADAP PEMATUHAN CUKAI

Please rate the following statements on a scale from 1 - 5, with 1 being strongly disagree and 5 being strongly agree.
Sila nilaikan pernyataan berikut pada skala dari 1 - 5, dengan 1 sangat tidak setuju dan 5 sangat setuju.

23	I think tax education is important. *Saya merasakan pendidikan cukai adalah penting.*	1	2	3	4	5
24	I think tax education will promote tax compliance among taxpayers. *Saya berpandangan pendidikan cukai akan menggalakkan pematuhan cukai di kalangan pembayar cukai.*	1	2	3	4	5
25	I think the level of tax education taught in Malaysia currently is sufficient. *Saya berpendapat tahap pendidikan cukai yang diajar di Malaysia pada masa kini adalah mencukupi.*	1	2	3	4	5
26	I think tax education should be taught in all levels. *Saya berpendapat pendidikan cukai seharusnya diajar di semua peringkat pendidikan.*	1	2	3	4	5
27	I will comply with tax rules if I am taught tax education sufficiently *Saya akan mematuhi peraturan cukai jika saya diajar pendidikan cukai dengan secukupnya.*	1	2	3	4	5

SECTION F: IMPACT OF TAX AWARENESS ON TAX COMPLIANCE
BAHAGIAN F: KESAN KESEDARAN CUKAI TERHADAP PEMATUHAN CUKAI

Please rate the following statements on a scale from 1 - 5, with 1 being strongly disagree and 5 being strongly agree.
Sila nilaikan pernyataan berikut pada skala dari 1 - 5, dengan 1 sangat tidak setuju dan 5 sangat setuju.

28	I think tax awareness is crucial in increasing tax compliance. *Saya merasakan kesedaran cukai adalah penting dalam meningkatkan pematuhan cukai.*	1	2	3	4	5
29	I previously took part in tax awareness program. *Saya sebelum ini mengambil bahagian dalam program kesedaran cukai.*	1	2	3	4	5
30	I will join if there is tax awareness program organized by the government. *Saya akan sertai sekiranya ada program kesedaran cukai anjuran kerajaan.*	1	2	3	4	5
31	I will join if there is tax awareness program organized by the private sector. *Saya akan sertai sekiranya ada program kesedaran cukai anjuran pihak swasta.*	1	2	3	4	5
32	I will comply with tax rules if I am exposed to tax awareness. *Saya akan mematuhi peraturan cukai sekiranya saya didedahkan dengan kesedaran cukai.*	1	2	3	4	5

33 State your suggestion to encourage voluntary tax compliance among taxpayers.
Nyatakan cadangan anda untuk menggalakkan pematuhan cukai secara sukarela di kalangan pembayar cukai.

____
____
____

THANK YOU VERY MUCH FOR YOUR VALUABLE TIME AND SUPPORT.
TERIMA KASIH ATAS MASA DAN SOKONGAN ANDA.

APPENDIX 2 : SPSS RESULT

Reliability Analysis

Reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.805	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B6	10.15	10.285	.684	.725
B7	9.97	12.113	.630	.764
B8	10.89	8.978	.707	.713
B9	11.33	10.942	.509	.812

Reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.724	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
C10	24.00	18.351	.521	.675
C11	23.98	19.123	.434	.693

C12	24.43	19.387	.400	.699
C13	24.43	19.650	.327	.715
C14	23.87	18.307	.507	.677
C15	24.57	19.336	.376	.705
C16	24.91	18.641	.412	.698
C17	24.05	20.208	.355	.708

Reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.711	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
D18	14.90	6.456	.621	.618
D19	14.90	6.719	.583	.635
D20	16.47	6.479	.354	.713
D21	16.17	5.525	.425	.701
D22	15.30	6.315	.494	.652

Reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.703	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
E23	15.91	5.256	.666	.591
E24	15.94	4.970	.666	.577
E25	17.52	6.515	.027	.849
E26	16.20	4.846	.543	.617
E27	16.20	4.600	.637	.573

Reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.716	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
F28	15.55	8.495	.489	.680
F29	16.81	6.524	.346	.764
F30	16.03	6.771	.620	.609
F31	16.27	7.128	.476	.667
F32	15.83	7.408	.617	.625

Normality Analysis

Descriptives

Descriptive Statistics

	N	Skewness		Kurtosis	
	Statistic	Statistic	Std. Error	Statistic	Std. Error
Tax compliance	115	-.405	.226	-.677	.447
Enforcement	115	.160	.226	-.834	.447
Tax knowledge	115	-.537	.226	.234	.447
Tax education	115	-.911	.226	1.198	.447
Tax awareness	115	-.311	.226	-.215	.447
Valid N (listwise)	115				

Descriptive Analysis

Frequency Table

B6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	9	7.8	7.8	7.8
	D	8	7.0	7.0	14.8
	N	20	17.4	17.4	32.2
	A	19	16.5	16.5	48.7
	SA	59	51.3	51.3	100.0
	Total	115	100.0	100.0	

B7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	.9	.9	.9
	D	6	5.2	5.2	6.1
	N	29	25.2	25.2	31.3
	A	19	16.5	16.5	47.8
	SA	60	52.2	52.2	100.0
	Total	115	100.0	100.0	

B8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	25	21.7	21.7	21.7
	D	12	10.4	10.4	32.2
	N	23	20.0	20.0	52.2
	A	22	19.1	19.1	71.3
	SA	33	28.7	28.7	100.0
	Total	115	100.0	100.0	

B9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	34	29.6	29.6	29.6
	D	12	10.4	10.4	40.0
	N	28	24.3	24.3	64.3
	A	27	23.5	23.5	87.8

	SA	14	12.2	12.2	100.0
	Total	115	100.0	100.0	

C10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	3	2.6	2.6	2.6
	D	10	8.7	8.7	11.3
	N	31	27.0	27.0	38.3
	A	40	34.8	34.8	73.0
	SA	31	27.0	27.0	100.0
	Total	115	100.0	100.0	

C11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	4	3.5	3.5	3.5
	D	7	6.1	6.1	9.6
	N	31	27.0	27.0	36.5
	A	43	37.4	37.4	73.9
	SA	30	26.1	26.1	100.0
	Total	115	100.0	100.0	

C12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	5	4.3	4.3	4.3
	D	18	15.7	15.7	20.0
	N	41	35.7	35.7	55.7
	A	37	32.2	32.2	87.8
	SA	14	12.2	12.2	100.0
	Total	115	100.0	100.0	

C13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	1.7	1.7	1.7
	D	30	26.1	26.1	27.8
	N	32	27.8	27.8	55.7
	A	31	27.0	27.0	82.6
	SA	20	17.4	17.4	100.0
	Total	115	100.0	100.0	

C14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	.9	.9	.9
	D	15	13.0	13.0	13.9
	N	21	18.3	18.3	32.2
	A	38	33.0	33.0	65.2

	SA	40	34.8	34.8	100.0
	Total	115	100.0	100.0	

C15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	8	7.0	7.0	7.0
	D	20	17.4	17.4	24.3
	N	43	37.4	37.4	61.7
	A	31	27.0	27.0	88.7
	SA	13	11.3	11.3	100.0
	Total	115	100.0	100.0	

C16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	14	12.2	12.2	12.2
	D	32	27.8	27.8	40.0
	N	40	34.8	34.8	74.8
	A	17	14.8	14.8	89.6
	SA	12	10.4	10.4	100.0
	Total	115	100.0	100.0	

C17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	13	11.3	11.3	11.3

	N	33	28.7	28.7	40.0
	A	45	39.1	39.1	79.1
	SA	24	20.9	20.9	100.0
	Total	115	100.0	100.0	

D18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	1	.9	.9	.9
	N	11	9.6	9.6	10.4
	A	29	25.2	25.2	35.7
	SA	74	64.3	64.3	100.0
	Total	115	100.0	100.0	

D19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	11	9.6	9.6	9.6
	A	32	27.8	27.8	37.4
	SA	72	62.6	62.6	100.0
	Total	115	100.0	100.0	

D20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	6	5.2	5.2	5.2
	D	30	26.1	26.1	31.3

		Frequency	Percent	Valid Percent	Cumulative Percent
	N	49	42.6	42.6	73.9
	A	22	19.1	19.1	93.0
	SA	8	7.0	7.0	100.0
	Total	115	100.0	100.0	

D21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	9	7.8	7.8	7.8
	D	21	18.3	18.3	26.1
	N	32	27.8	27.8	53.9
	A	36	31.3	31.3	85.2
	SA	17	14.8	14.8	100.0
	Total	115	100.0	100.0	

D22

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	.9	.9	.9
	D	4	3.5	3.5	4.3
	N	17	14.8	14.8	19.1
	A	49	42.6	42.6	61.7
	SA	44	38.3	38.3	100.0
	Total	115	100.0	100.0	

E23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	9	7.8	7.8	7.8
	A	36	31.3	31.3	39.1
	SA	70	60.9	60.9	100.0
	Total	115	100.0	100.0	

E24

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	.9	.9	.9
	N	9	7.8	7.8	8.7
	A	35	30.4	30.4	39.1
	SA	70	60.9	60.9	100.0
	Total	115	100.0	100.0	

E25

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	8	7.0	7.0	7.0
	D	30	26.1	26.1	33.0
	N	46	40.0	40.0	73.0
	A	25	21.7	21.7	94.8
	SA	6	5.2	5.2	100.0
	Total	115	100.0	100.0	

E26

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	.9	.9	.9
	D	4	3.5	3.5	4.3
	N	13	11.3	11.3	15.7
	A	45	39.1	39.1	54.8
	SA	52	45.2	45.2	100.0
	Total	115	100.0	100.0	

E27

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	.9	.9	.9
	D	3	2.6	2.6	3.5
	N	15	13.0	13.0	16.5
	A	44	38.3	38.3	54.8
	SA	52	45.2	45.2	100.0
	Total	115	100.0	100.0	

F28

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	1	.9	.9	.9
	N	4	3.5	3.5	4.3
	A	38	33.0	33.0	37.4
	SA	72	62.6	62.6	100.0

	Total	115	100.0	100.0	

F29

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	18	15.7	15.7	15.7
	D	8	7.0	7.0	22.6
	N	34	29.6	29.6	52.2
	A	30	26.1	26.1	78.3
	SA	25	21.7	21.7	100.0
	Total	115	100.0	100.0	

F30

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	1.7	1.7	1.7
	D	3	2.6	2.6	4.3
	N	23	20.0	20.0	24.3
	A	42	36.5	36.5	60.9
	SA	45	39.1	39.1	100.0
	Total	115	100.0	100.0	

F31

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	1.7	1.7	1.7
	D	7	6.1	6.1	7.8

	N	32	27.8	27.8	35.7
	A	39	33.9	33.9	69.6
	SA	35	30.4	30.4	100.0
	Total	115	100.0	100.0	

F32

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	3	2.6	2.6	2.6
	N	13	11.3	11.3	13.9
	A	46	40.0	40.0	53.9
	SA	53	46.1	46.1	100.0
	Total	115	100.0	100.0	

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
B6	115	1	5	3.97	1.297
B7	115	1	5	4.14	1.025
B8	115	1	5	3.23	1.511
B9	115	1	5	2.78	1.407
Tax compliance	115	1.00	5.00	3.5283	1.05067
C10	115	1	5	3.75	1.033
C11	115	1	5	3.77	1.020
C12	115	1	5	3.32	1.022
C13	115	1	5	3.32	1.097
C14	115	1	5	3.88	1.061
C15	115	1	5	3.18	1.073

C16	115	1	5	2.83	1.147
C17	115	2	5	3.70	.929
Enforcement	115	2.38	4.88	3.4685	.61278
D18	115	2	5	4.53	.705
D19	115	3	5	4.53	.667
D20	115	1	5	2.97	.973
D21	115	1	5	3.27	1.157
D22	115	1	5	4.14	.857
Tax knowledge	115	2.20	5.00	3.8870	.60590
E23	115	3	5	4.53	.640
E24	115	1	5	4.50	.718
E25	115	1	5	2.92	.984
E26	115	1	5	4.24	.854
E27	115	1	5	4.24	.844
Tax education	115	2.00	5.00	4.0887	.55199
F28	115	2	5	4.57	.608
F29	115	1	5	3.31	1.320
F30	115	1	5	4.09	.923
F31	115	1	5	3.85	.984
F32	115	2	5	4.30	.772
Tax awareness	115	2.20	5.00	4.0243	.65112
Valid N (listwise)	115				

Correlation Analysis

Correlations

		Tax compliance	Enforcement	Tax knowledge	Tax education	Tax awareness
Tax compliance	Pearson Correlation	1	.431**	.322**	.446**	.407**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	115	115	115	115	115
Enforcement	Pearson Correlation	.431**	1	.499**	.404**	.401**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	115	115	115	115	115
Tax knowledge	Pearson Correlation	.322**	.499**	1	.557**	.317**
	Sig. (2-tailed)	.000	.000		.000	.001
	N	115	115	115	115	115
Tax education	Pearson Correlation	.446**	.404**	.557**	1	.632**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	115	115	115	115	115
Tax awareness	Pearson Correlation	.407**	.401**	.317**	.632**	1
	Sig. (2-tailed)	.000	.000	.001	.000	
	N	115	115	115	115	115

**. Correlation is significant at the 0.01 level (2-tailed).

Multiple Regression Analysis

Regression

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	Tax awareness, Tax knowledge, Enforcement, Tax education[b]	.	Enter

a. Dependent Variable: Tax compliance

b. All requested variables entered.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.534[a]	.286	.260	.90404

a. Predictors: (Constant), Tax awareness, Tax knowledge, Enforcement, Tax education

b. Dependent Variable: Tax compliance

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	35.943	4	8.986	10.995	.000[b]
	Residual	89.903	110	.817		
	Total	125.846	114			

a. Dependent Variable: Tax compliance

b. Predictors: (Constant), Tax awareness, Tax knowledge, Enforcement, Tax education

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.944	.710		-1.329	.187
	Enforcement	.470	.167	.274	2.816	.006
	Tax knowledge	.009	.182	.005	.051	.959
	Tax education	.461	.226	.242	2.036	.044
	Tax awareness	.229	.173	.142	1.323	.189

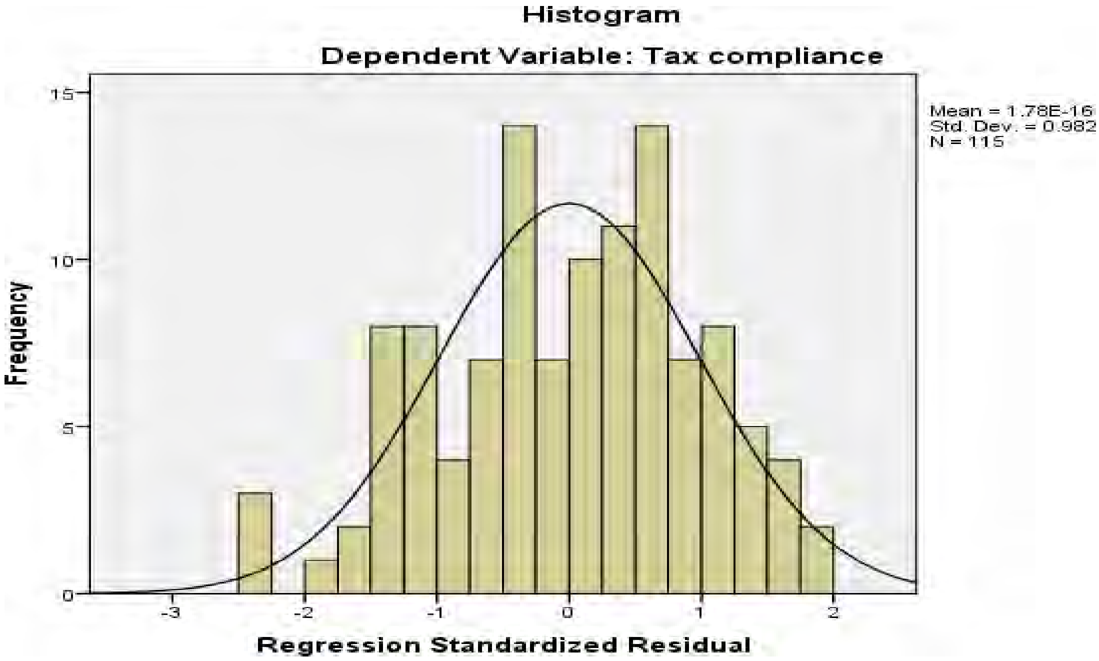
a. Dependent Variable: Tax compliance

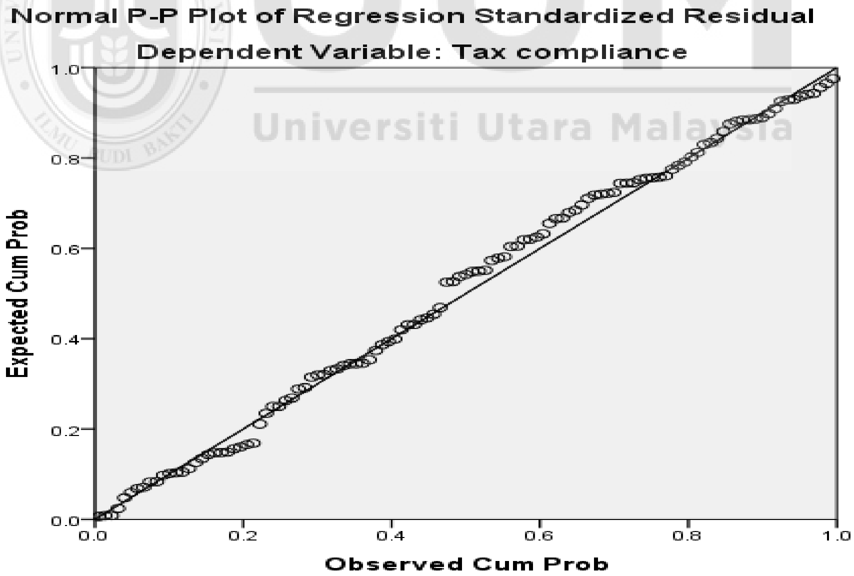
Residuals Statistics[a]

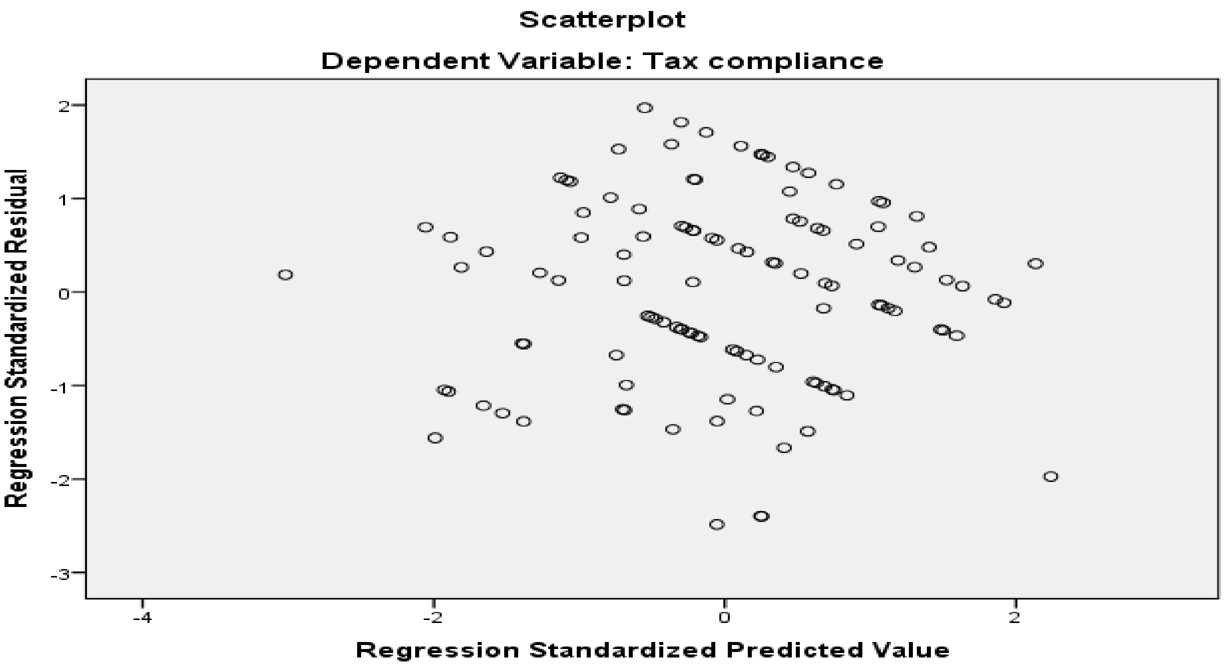
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	1.8327	4.7843	3.5283	.56151	115
Residual	-2.24766	1.78076	.00000	.88804	115
Std. Predicted Value	-3.020	2.237	.000	1.000	115
Std. Residual	-2.486	1.970	.000	.982	115

a. Dependent Variable: Tax compliance

Charts


Histogram
Dependent Variable: Tax compliance
Mean = 1.78E-16
Std. Dev. = 0.982
N = 115
Frequency
15
10
5
0
-3
-2
-1
0
1
2
Regression Standardized Residual


Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Tax compliance
Expected Cum Prob
1.0
0.8
0.6
0.4
0.2
0.0
0.0
0.2
0.4
0.6
0.8
1.0
Observed Cum Prob



Demographic Analysis

Frequency Table

gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	67	58.3	58.3	58.3
	Female	48	41.7	41.7	100.0
	Total	115	100.0	100.0	

age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21 to 25	1	.9	.9	.9
	26 to 30	5	4.3	4.3	5.2
	31 to 35	30	26.1	26.1	31.3
	36 to 40	23	20.0	20.0	51.3
	41 to 45	26	22.6	22.6	73.9
	46 to 50	20	17.4	17.4	91.3
	51 to 55	4	3.5	3.5	94.8
	> 55	6	5.2	5.2	100.0
	Total	115	100.0	100.0	

race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Malay	105	91.3	91.3	91.3
	Chinese	8	7.0	7.0	98.3
	Indian	2	1.7	1.7	100.0
	Total	115	100.0	100.0	

academic

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SPM	11	9.6	9.6	9.6
	Diploma / STPM / A-Level	19	16.5	16.5	26.1
	Bachelor Degree	60	52.2	52.2	78.3

	Master	22	19.1	19.1	97.4
	PhD	1	.9	.9	98.3
	Others	2	1.7	1.7	100.0
	Total	115	100.0	100.0	

income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below RM3000	16	13.9	13.9	13.9
	RM3001 - RM5000	15	13.0	13.0	27.0
	RM5001 - RM11000	46	40.0	40.0	67.0
	Above RM11000	38	33.0	33.0	100.0
	Total	115	100.0	100.0	