TAX COMLIANCE INTENTION BEHAVIOR AMONG ENFORCEMENT OFFICERS IN KULIM KEDAH

By

KIRTTANA A/P SAMBATHAN

Project Paper Submitted to Tunku Puteri Intan Safinaz Safinaz of Accountancy, Universiti Utara Malaysia, in Partial Fulfillment of the Requirement for the Master in Taxation.

Kolej Perniagaan
(College of Business)
Universiti Utara Malaysia

PERAKUAN KERJA DISERTASI/KERTAS PENYELIDIKAN/KERTAS PROJEK
(Certification of thesis / dissertation)

Kami, yang bertandatangan, memperakukan bahawa
(We, the undersigned, certify that)

KIRTTANA A/P SAMBATHAN (830596)

calon untuk Ijazah MASTER IN TAXATION (MIT)
(candidate for the degree of)

telah mengemukakan tesis / disertasi yang bertajuk:
(has presented his/her thesis / dissertation of the following title):

TAX COMPLIANCE INTENTION BEHAVIOR AMONG ENFORCEMENT OFFICERS IN KULIM KEDAH

seperti yang tercatat di muka surat tajuk dan kulit tesis / disertasi.
(as it appears on the title page and front cover of the thesis / dissertation).

Bahawa tesis/disertasi tersebut boleh diterima dari segi bentuk serta kandungan dan meliputi bidang ilmu dengan memuaskan, sebagaimana yang ditunjukkan oleh calon dalam ujian lisan yang diadakan pada:
.
(That the said thesis/dissertation is acceptable in form and content and displays a satisfactory knowledge of the field of study as demonstrated by the candidate through an oral examination held on:
,

Pengerusi Viva *(Chairman for Viva)* : ______ Tandatangan *(Signature)* ______

Pemeriksa Dalam *(Internal Examiner)* : PROF. DR. HIJATTULAH ABDUL JABBAR Tandatangan *(Signature)* ______

Tarikh: 31 JANUARI 2024
(Date)

Nama Pelajar (Name of Student)	:	KIRTTANA A/P SAMBATHAN (830596)
Tajuk Tesis / Disertasi *(Title of the Thesis / Dissertation)*	:	TAX COMPLIANCE INTENTION BEHAVIOR AMONG ENFORCEMENT OFFICERS IN KULIM KEDAH
Program Pengajian *(Programme of Study)*	:	MASTER IN TAXATION (MIT)
Nama Penyelia/Penyelia-penyelia *(Name of Supervisor/Supervisors)*	:	PROF. DR. NOR AZIAH ABD MANAF

Tandatangan

PERMISSION TO USE

In presenting this thesis in fulfillment of the requirements for a Post Graduate degree from the Universiti Utara Malaysia (UUM), I agree that the Library of this university may make it freely available for inspection. I further agree that permission for copying this thesis in any manner, in whole or in part, for scholarly purposes may be granted by my supervisor(s) or in their absence, by the Director of Postgraduate Studies Unit, College of Business where I did my thesis. It is understood that any copying or publication or use of this thesis or parts of it for financial gain shall not be allowed without my written permission. It is also understood that due recognition shall be given to me and to the UUM in any scholarly use which may be made of any material in my thesis.

Request for permission to copy or to make other use of materials in this thesis in whole or in part should be addressed to:

Director of Postgraduate Studies Unit, College of Business
Universiti Utara Malaysia
06010 UUM Sintok
Kedah Darul Aman

Abstract

Tax compliance is crucial for governments worldwide to sustain revenue streams and support national development. However, despite efforts to optimize tax administration and promote voluntary compliance, challenges persist, particularly in countries like Malaysia. This study explores the factors influencing tax compliance intentions and behaviors among enforcement officers in Kulim, Kedah, Malaysia. Drawing on existing literature, this research addresses the gap in understanding the dynamics of tax compliance by examining the influence of attitudes and the presence of licensed tax agents on enforcement officers' compliance intentions. Additionally, it investigates the relationship between compliance intentions and actual behaviors. The significance of this study lies in its potential to inform policy and practice in tax administration, particularly in Malaysia, by identifying factors contributing to tax non-compliance and proposing strategies to enhance voluntary compliance. Through quantitative analysis and survey data, this research aims to contribute both theoretically and practically to the field of taxation, providing insights that can help tax authorities better understand and address tax compliance challenges. The scope of the study is limited to enforcement officers in Kulim, Kedah, given their unique context within the Malaysian tax system. The research methodology includes a quantitative approach involving the development of hypotheses, operational definitions, survey instruments, and data collection procedures. Overall, this study seeks to shed light on the complexities of tax compliance behavior and provide actionable insights for tax authorities to improve compliance strategies and ensure a fair and effective tax system.

Keywords: Tax compliance, Enforcement officers, Tax administration, Attitudes, Licensed tax agents, Compliance intentions, Compliance behaviors, Voluntary compliance, Tax evasion.

Acknowledges

I extend my deepest gratitude to all those who have contributed to the completion of this research endeavor. Their support, encouragement, and guidance have been invaluable throughout this journey.

First and foremost, I would like to express my sincere appreciation to my supervisor, Prof. Dr. Nor Aziah Abd. Manaf, for their unwavering support, guidance, and encouragement. Their expertise, insightful feedback, and constructive criticism have been instrumental in shaping the direction and focus of this research. I am truly grateful for their patience, mentorship, and dedication to my academic and professional growth.

I am also indebted to the faculty and staff of Universiti Utara Malaysia, whose dedication to excellence in education and research has provided me with a nurturing and stimulating academic environment. Their support and encouragement have inspired me to strive for excellence and pursue my research interests with passion and determination.

I extend my heartfelt thanks to the participants of this study, without whom this research would not have been possible. Their willingness to share their insights, experiences, and perspectives has enriched this study and contributed to a deeper understanding of the dynamics of tax compliance behavior among enforcement officers.

In conclusion, I am deeply grateful to everyone who has played a part, no matter how big or small, in the completion of this research. Your support, guidance, and encouragement have been instrumental in making this endeavor a reality. Thank you for being part of this journey.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Taxation has been utilized in many nations as a tool to encourage national development and economic growth (Shaharuddin, Palil, Ramli, & Maelah, 2012). Taxes are a crucial tool for the government to raise money and produce revenues, allowing them to invest in infrastructure, human resources, and service provision for both individuals and corporations. However, a lot of individual taxpayers still do not comprehend how important taxes are.

The actions of the taxpayer, whether due to illiteracy, ignorance, carelessness, or willful evasion, as well as inefficiencies in tax administration, make noncompliance with the law inevitable. In order to minimize noncompliance with tax legislation, the Organization for Economic Co-operation and Development (OECD) (2004) highlights the significance of the tax administration having strategies and procedures in place.

However, obtaining complete compliance from every taxpayer remains a significant challenge for all revenue authorities countrywide. The government faces ongoing noncompliance despite optimizing tax collection efficiency and upholding public trust and the problem become more difficult once the self-assessment system (SAS) was put in place. The Malaysian government introduced the self-assessment system in 2001 to enhance and modernize the tax system. In the course of the year, SAS was made available for corporations for the first time. In 2004, it was expanded to cover other taxpayer groups, such as employees, sole proprietors, partnerships, and

REFERENCE

Aim, J. (2016). Measuring, Explaining, and Controlling Tax Evasion: Lessons from Theory, Experiments and Field Studies. *International tax and public finance*, 54-77. Retrieved from International Tax.

Alm, J. &. (2021). Laboratory Experiments. In: Van Rooij, B., Sokol, D. (Eds.), Cambridge Handbook of Compliance. *Cambridge University Press, Cambridge, UK,* 707-727.

Alm, J. C. (2016). Enforcement, Socioeconomic Diversity, and Tax Filing Compliance in the United States. *Southern Economic Journal*, 725-747.

Ajzen, I. (1991). The Theory of Planned Behavior. *Organizational Behavior and Human Decision Process*, 179-211.

Allingham, M. &. (1972). *Income Tax Evasion: A Theoretical Analysis.* Retrieved from Journal of Public economics: http://doi.org/10.1016/0047-2727(72)90010-2

Ayres, F. L. (1989). The Economic Benefits of Regulation: Evidence from professional tax preparers. *Accounting Review*.

Bobek, D. &. (2003). An Investigation of the Theory of Planned Behavior and the Role of Moral Obligation in Tax Compliance. *Behavioral Research in Accounting*.

Bobek, D. D. (1997). Tax Fairness: How individual judge fairness and what effect does it have on their bahavior? *unpublished Manuscript, university of Floride, Michigam*.

Fairness perceptions and compliance behavior: The case of salaried of the self-assessment taxpayers in Malaysia after implementation system. (2010). *eJTR, 8, 32.*

finance, M. o. (2021). *Federal Government Revenue.* Retrieved from https://belanjawan2021.treasury.gov.my/pdf/revenue/2021/section2.pdf

Cavana, R. D. (2000). Applied Business Research: Qualitative and Quantitative Methods. *John Wiley & Sons*.

George, D. &. (2006). SPSS for Windows: Step by Step. *Allyn and Bacon, Boston,MA*.

Hair, I. B. (2006). Multivariate Data Analysis (6th Edition). *Upper Saddle and River, NJ: Prentice Hall*.

Hair, J. F. (2010). Multivariate Data Analysis. A Global Perspective. In Pearson Education Inc.,. *Upper Saddle River, NJ. (7th Edition).*

Hair, J. F. (2018). *When to use and how to report the results of PLS-SEM*. Retrieved from European Business Review, 00-00.: http://doi.org/10.1108/ebr-11-2018-0203

Hair, L. B. (2006). Multivariate Data Analysis (6th Edition). *Upper Saddle River, NJ: Prentice Hall*.

Hanapi, A. (2022). Determinant of Tax Non-compliance among Taxpayers. *Journal of Accounting and Finance*, 13-25.

Hite, P. (1988). The Effect of Peer Reporting Behavior on Taxpayer Compliance. *The journal of the American Taxation Association*.

INGRID WAHL, B. K. (2010). Trust in Authorities and Power to Enforce Tax Compliance: An Empirical Analysis of the "Slippery Slope Framework". *Law & Policy © 2010 The University of*

Denver/Colorado Seminar.

Jackson, B. &. (1986). Tax Compliance Research: Findings, Problems, Prospects. *Journal of accounting literature*.

Jonathan Farrar, S. E. (2017). The Effect of Interactional Fairness and Detection on Taxpayers' Compliance Intentions. *Journal of Business Ethics* .

Kasipillai, J. &. (2000). Tax Professionals' Views on Self-Assessment system. Analysis.

Kasipillai, J. &. (1995). Malaysia: Towards a 2020 Vision of Taxation. *Asia Pacific Tax Bulletin, 1(12)*, 5-15. Kasipillai, J. &. (2000). Tax professionals' views on self-assessment system. *Analisis, 7(1&2)*, 107-122.

Kasipillai, J. (1999). Overview of Malaysian tax system: An examination of deliberate non-compliance.

Akauntan Nasional, 44-51.

Kasper, M. &. (2022). Audits, audit effectiveness, and post-audit tax compliance. *Journal of Economic Behavior & Organization,* 195, 87-102.

Kastlunger, B. M. (2011). What Goes around Comes around?Experimental evidence of the effect of rewards on tax compliance. *Public Finance Review*.

Kircheler, E. (2007). The Economics Psychology of Tax Behaviour. *Cambridge University*.

Krejcie, R. V. (1970). *Determining Sample Size for Research Activities*. Retrieved from Educational and Psychological Measurement: http://doi.org/10.1177/001316447003000308

Krejcie, R. V. (1970). *Educational and Psychological Measurement,(30),607-610*. Retrieved from Determining Sample Size for Research Activities: https://doi.org/10.1177/001316447003000308

Kastlunger, B. M. (2011). What goes around comes around? Experimental Evidence of the Effect of Rewards on Tax Compliance. *Public Finance Review, 39(1),*, 150-167.

Kirchler, E. H. (2008). Enforced versus Voluntary Tax Compliance: The "Slippery Slope" framework. *Journal of Economic Psychology, 29(2),*, 210-225.

Lymer, A. & Hasseldine, J.. (2002). Introduction to Taxation in an International Context. *In the International Taxation System*

LHDNM. (2016). *Pelan Korporat LHDNM 2016-2020 Lembaga Hasil Dalam Negeri.*

LHDNM. (2021). *Hasil Kesan 31,598 Entiti Tidak Berdaftar Atau Tidak Melaporkan Pendapatan.* Retrieved from https://phl.hasil.gov.my/pdf/pdfam/KM_HASiL_14062022_HASiL_KESAN_31598_ENTITI _TIDAK_BERDAFTAR ATAU TIDAK _MELAPORKAN PENDAPATAN.pdf

LHDNM. (n.d.). *Pelan Korporat LHDNM 2021-2025 Lembaga Hasil Dalam Negeri.*

Milliron, J. a. (1986). Tax Compliance Research: Finding, Problems And Prospects. *Journal of accounting literature*.

Muchsin, M. A. (2019). Histrorical Developnment of Tax During the early Islamic Period: Jizyah and Kharaj: A Historical Analysis. *Journal of Al-Tamaddun*, 14(2),1-7.

OECD. (2004). *Compliance Risk Management: Managing and Improving Tax Compliance [online]*.

Retrieved from https://www.oecd.org/tax/administration/33818656.pdf [Accessed: 26th June 2022]

Pallant, J. (2005). SPSS survival manual. A steps by step guide to data analysis using SPSS for Windows. *Australia: Science and Education Publishing*.

Rashid, S. F. (2021). Improving Voluntary Compliance Using. *Asian Journal of Business and Accounting 14(2)*.

Raman, H. &. (2016). The Profitability Of Islamic Ad Conventional Bank: Case Study in Malaysia. *Procedia Economics and Finance*, 35,359-367.

Richardson, M. &. (2001). A Taxanomy of The Tax Compliance Literature: Further Findings, Problems And Prospects. *AUS tax F*.

Saad, N. (2011). Fairness Perceptions and Compliance Behaviour: Taxpayers' Judgments in Self-Assessment Environments.

Saad, N. (2012). Tax Non-Compliance Behavior: Taxpayers View. *Procedia-Social and Behavioral Sciences*. Saad, N. (2014). Tax Knowledge, Tax Complexity and Tax Compliance: Taxpayers 'View. *Procedia-Social and Behavioral Sciences,*, 109, 1069-1075.

Saiei, N. &. (2008). The Compliance Costs of The Personal Income Taxation In Malaysia. *International Review of Business Research Papers*, 2219-2230.

Sapiei, N. &. (2013). External Tax Professionals 'Views on Compliance Behavior Of Corporation. *American Journal of Economics*, 82-89.

Shaharuddin, N. S. (2012). Sole proprietorship and Tax compliance Intention in Self-Assessment System: A Theory of Planned Behavior Approach. *International Journal of Business, Economics and Law*, 34-42.

Singh, V. (2003). Tax Compliance and Ethical Decision Making: Malaysian Perspective. *Pearson Malaysia*.

Slemrod, J. &. (2002). The Income Tax Compliance Cost of Large and Mid-Size Business. *Ross School of Business Paper*, 914.

Slemrod, J. (2019). Tax Compliance and Enforcement. *Journal of Economic*, 904-54.

Slemrod, J. B. (2001). Taxpayer Response to An Increased Probability of Audit: Evidence from Controlled Experiment in Minnesota. *Journal of public economics*, 455-483.

Saad, N. (2010). Fairness Perceptions and Compliance Behaviour. The Case of Salarised Taxpayers in Malaysiaafter Implementationof the Self-Assessment System. *eJTR*.

Sekaran, U. &. (2010). *John Wiley & sons, Inc.* Retrieved from Research Methods for business:

A Skill Building Approach.: https://doi.org/10.1017/CBO9781107415324.004

Sekaran, U. (2003). Research Method for Business: A Skill Building Approach (3rd Edition). . *New York:John Wiley and Sons*.

Sekaran, U. (2003). Research Methods for Business A Skill-Building Approach (4th ed.). *John Wiley & Sons,Inc, New York*.

Tabachnick, B. G. (1989). Using multivanate statistics. *New Year:Harper and Row.*

APPENDIX

IRBM MEDIA RELEASE/STATEMENT

• SIARAN SEGERA

LHDN MALAYSIA

KENYATAAN MEDIA HASiL

HASiL/2022/06/14 – 41

HASiL KESAN 31,598 ENTITI TIDAK BERDAFTAR ATAU TIDAK MELAPORKAN PENDAPATAN

Lembaga Hasil Dalam Negeri Malaysia (HASiL) telah mengesan sebanyak **31,598 entiti** yang terdiri daripada individu, perniagaan, syarikat dan lain-lain yang masih tidak melaporkan pendapatan sebenar kepada HASiL. Pengesanan entiti ini dibuat berdasarkan maklumat melalui pemilikan aset dan kemampuan entiti tersebut mengambil pinjaman/sekuriti melebihi RM500,000.00 dan ke atas.

Pecahan entiti yang telah dikesan adalah seperti yang berikut:

Entiti	Jumlah
Individu	23,751
Perniagaan, Syarikat dan lain-lain	7,847
Jumlah	31,598

**Sumber: Hasil risikan dan data-data lain milik pihak HASiL*

Berdasarkan data berkenaan dan analisa yang dilakukan, amaun ketirisan cukai langsung yang dialami oleh negara dianggarkan bernilai **RM 665 juta**. Melihat kepada

/LHDN @LHDNofficial LHDN LhdnTube Muka surat 1 daripada 4 nilai anggaran ketirisan ini, ia merupakan satu amaun yang signifikan dan mampu memberi impak negatif kepada kestabilan ekonomi negara jika ia tidak segera dibendung.

Oleh yang demikian, bagi melahirkan suatu ekosistem percukaian yang baik dan pematuhan cukai secara sukarela dapat ditingkatkan dalam kalangan masyarakat di Malaysia, HASiL memfokuskan usaha menangani isu ini melalui tiga pendekatan utama, iaitu Kesedaran (**A – Awareness**), Pendidikan (E – Education) dan Perkhidmatan (S – Services) atau ringkasnya **AES**. HASiL akan terus mengamalkan tiga pendekatan ini sebagai usaha untuk menunjukkan peranan HASiL sebenarnya adalah sebagai *facilitator of compliance* sekali gus menasihati **31,598 entiti khususnya 23,751 individu** yang dikesan ini untuk tampil **secara sukarela ke cawangan HASiL yang berhampiran dengan segera bagi mendaftar fail cukai dan melaporkan pendapatan yang sebenar.**

Bagi tujuan tersebut, tempoh masa yang diberikan kepada mereka untuk mengambil tindakan seperti yang dinasihatkan ialah selama satu bulan iaitu bermula dari **15 Jun 2022 sehingga 15 Julai 2022.**

Untuk makluman, setelah tempoh sebulan ini tamat, HASiL akan mengambil tindakan penguatkuasaan cukai seperti audit, siasatan sivil dan siasatan jenayah terhadap entiti dan individu berkenaan yang masih gagal patuh menghantar Borang Nyata Cukai (BNC) bagi sesuatu Tahun Taksiran, mengemukakan penyata yang salah, dan mengelakkan diri daripada dikenakan cukai. **Tindakan siasatan jenayah akan memberi implikasi** pendakwaan di mahkamah. Ketidakpatuhan dan pelarian cukai ini dikenakan tindakan mengikut kesalahan di bawah Seksyen 112, 113 dan 114 Akta Cukai Pendapatan 1967.

Sebagai maklumat tambahan, cukai pendapatan dikenakan terhadap setiap individu bagi pendapatan yang terakru atau terbit di Malaysia atau diterima di Malaysia dari luar Malaysia bagi setiap Tahun Taksiran. Seseorang individu yang mempunyai jumlah pendapatan melebihi nilai ambang yang ditetapkan, yang boleh dikenakan cukai perlu mendaftar fail cukai pendapatan. Orang ramai boleh melayari portal rasmi HASiL di www.hasil.gov.my bagi maklumat lanjut mengenai nilai ambang yang telah ditetapkan.

Skop pengenaan cukai seseorang individu adalah bergantung kepada taraf mastautinnya. Bagi individu yang menerima pendapatan penggajian tahunan melebihi RM 34,000 dan mempunyai Potongan Cukai Bulanan (PCB) adalah layak dikenakan cukai. Keuntungan yang diperolehi daripada menjalankan perniagaan, perdagangan, pencarian atau profesion juga merupakan pendapatan yang layak dikenakan cukai (termasuk sebarang bentuk perniagaan yang tidak berdaftar dengan mana-mana pihak berkuasa).

Sebarang pertanyaan dan maklum balas berkaitan perkara ini boleh dikemukakan kepada HASiL melalui:

a) Hasil Care Line di talian 03-8911 1000 / 603-8911 1100 (Luar Negara);

b) HASiL Live Chat; dan

c) Borang Maklum Balas di portal rasmi LHDNM di pautan pantas https://maklumbalaspelanggan.hasil.gov.my/MaklumBalas/ms-my/.

HASIL/2022/06/14 - 45

* * *

SEKIAN, TERIMA KASIH

Building Sustainable

TOGETHER

Dikeluarkan Oleh:
Bahagian Komunikasi | Pejabat Ketua Pegawai Eksekutif
Lembaga Hasil Dalam Negeri Malaysia
Customer Care Officer: 019-651 1100
Hasil Care Line : 03-8911 1000 / 603-8911 1100 (luar negara)
Hasil Recovery Call Centre: 03-8751 1000
Portal Rasmi : www.hasil.gov.my

Tarikh: 14 Jun 2022

LHDN

MALAYSIA

/LHDNM @LHDNMofficial LHDNM LhdnTube

Muka surat 4 daripada 4

APPENDIX E
RESEARCH
QUESTIONN
AIRE

Summary of Active Files and Total Numbers of Form B Filed

Category of taxpayer: Business	YEAR 2019	2020	2021
Total Active Files	9,579,768	10,374,067	11,143,936
State Director Office	**Total Numbers of Form B Filed**		
Johor Bharu (Penggajian)	7,583	10,534	13,132
Melaka	26,907	27,402	26,424
Seremban	27,402	27,223	26,144
Taiping	23,399	23,705	23,093
Ipoh	41,561	41,720	40,153
Teluk Intan	15,759	15,573	14,727
Kota Bharu Kelatan	12,510	12,443	11,646
Alor Setar O	17,369	17,417	16,787 *
Pulau Pinang	74,542	74,943	74,249
Kuantan	14,291	14,004	13,342
Tidak Bermastautin	1,304	645	537
Duta (Penggajian)	8,078	10,699	13,094
Kluang	33,649	33,456	32,978
Cawangan Pembayar Cukai Besar	9	9	6
Kuala Terengganu	9,108	8,984	8,318
Shah Alam	22,149	22,185	21,719
Raub	11,806	11,664	11,279
Kangar	4,707	4,740	4,417
KL Bandar	20,377	21,150	21,450
Klang	39,242	38,813	37,700
Bangi	28,899	29,608	28,808
Muar	26,117	26,243	25,792
Cheras	35,719	35,563	34,418
Wangsa Maju	20,730	20,647	19,841
Sungai Petani O	12,466	12,610	12,223 *
Petaling Jaya	26,665	26,493	26,135
Temerloh PAHANG	8,649	8,608	8,343
Kota Kinabalu	19,455	19,374	18,771
Sandakan	8,508	8,272	7,770
Tawau	10,073	9,986	9,568
Keningau	2,879	2,837	2,639
Kuching	28,100	28,110	27,497
Sibu	15,513	15,612	15,420
Miri	10,781	10,850	10,656
Bintulu	4,186	4,245	4,069
Labuan	1,581	1,564	1,442
Duta (Perniagaan)	65,912	62,509	56,115
Johor Bharu (Perniagaan)	59,218	53,859	49,167
Total	**797,203**	**794,299**	**769,869**

Section 1 of 6

TAX COMPLIANCE INTENTION BEHAVIOR AMONG ENFORCEMENT OFFICERS IN KULIM KEDAH

Dear Mr./Ms.,

We are researchers from Universiti Utara Malaysia, who are currently conducting research on taxation education titled " **TAX COMPLIANCE INTENTION BEHAVIOR AMONG ENFORCEMENT OFFICER IN KULIM KEDAH** ".

We appreciate your feedback and responses to the attached questionnaire. This questionnaire will take approximately **15 minutes** to complete. This survey is intended to detect your intentions and behavior towards tax compliance and is generated **for academic purposes only** so there are no right or wrong answers. The information and responses you provide throughout the questionnaire will be treated as **strictly confidential and anonymous**. Responses that truly reflect your perceptions are highly valuable for this research. In addition, participation in this study is **voluntary**.

If you have any inquiries regarding this survey, you are welcome to contact us via email: **kirttanasambathan41@gmail.com** or WhatsApp: **+60 012-5349601**.

Thank you for your participation.

Best regards,

Kirttana A/P Sambathan
Faculty of Accounting, Universiti Utara Malaysia

Email *

Valid email address

This form is collecting email addresses. Change settings

Part(ONE): General information-Please tick (/) in the appropriate box.
(Bahagian (SATU): Maklumat Am-Sila tandakanj (/) dalam kotak berkenaan)

Description (optional)

1. Please indicate your gender (Jantina Anda) *

- Male (Lelaki)
- Female (Perempuan)

2. Please indicate your age (Umur Anda) *

- Less than 26 years (Kurang dari 26 tahun)
- 26-35 years (26-35 tahun)
- 36-45 years (36-45 tahun)
- Above 45 years (45 tahun ke atas)

Please indicate your ethnicity (Bangsa Anda) *

- Malay (Melayu)
- Chinese (Cina)
- Indian (India)
- Others

What is the highest level of education you have completed? *

- Primary school / Lower (Sekolah Rendah / Bawah)
- Secondary School (Sekolah Menegah)
- Certification/Diploma
- Bachelor Degree (Ijazah Sarjana Muda)

Which department are u working for ? *

- ◯ Royal Malaysian Customs Department (Jabatan Kastam Diraja Malaysia)
- ◯ Royal Malaysia Police (Polis Diraja Malaysia)
- ◯ The Inland Revenue Board of Malaysia (IRBM) (Lembaga Hasil Dalam Negeri Malaysia (LHDNM))
- ◯ Other...

How do you filed your income tax return? *

- ◯ Self (Sendiri)
- ◯ Spouse (Pasangan)
- ◯ Licensed tax agent (Ejen cukai berlesen)
- ◯ Freelance Accountant (Akauntan Bebas)
- ◯ Other...

Part (TWO) : Intention (Niat)

Below are number of statements that reflect compliance behaviour
Please **TICK** one answer in each line that best describes how you feel about the statements (Sila **TANDAKAN** salah satu nombor pada skala 1-5 bagi mengambarkan pendapat anda bagi setiap pernyataan berikut)

1. I would fully disclose all of my income, including the sum from my investment for the year received. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

2. I would properly disclose all of my income, including any future investment earnings. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Always

3. I wouldn't try to file a false tax return without disclosing the amount I earned from my investment. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

4. Even though the investment's amount is derived from real estate, royalties, or dividends, I would still disclose it *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

Attitude (Sikap)

Below are number of statements that reflect compliance behaviour
Please **TICK** one answer in each line that best describes how you feel about the statements
(Sila **TANDAKAN** salah satu nombor pada skala 1-5 bagi mengambarkan pendapat anda bagi setiap pernyataan berikut)

5. If I failed to disclose the investment's quantity, I would be dissatisfied *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

6. If I didn't disclose the extra money, I would feel uncomfortable. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

7. If I did report the additional money, I would be OK with that. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

8. About the above question, please justify your answer. why u feel uncomfortable if didn't report it? *

Short-answer text

9. I think it's my duty to disclose any true additional income. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

Section 4 of 6

Licensed Tax Agent (Ejen Cukai Berlesen)

Below are number of statements that reflect compliance behaviour
Please **TICK** one answer in each line that best describes how you feel about the statements
(Sila **TANDAKAN** salah satu nombor pada skala 1-5 bagi mengambarkan pendapat anda bagi setiap pernyataan berikut)

10. I can calculate my own income tax because of my strong legal and tax knowledge.

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

11. If I choose to, I can comply with the current tax law by hiring a licensed tax agent. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

12. I can declare income more accurately with the help of a licensed tax agent. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

13. I would be willing to declare income more accurately and pay more tax if it would benefit my country. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

Section 5 of 8

Tax Compliance Behavior (Tingkah Laku Pematuhan Cukai)

Please **TICK** one answer in each line that best describes how you feel about the statements
(Sila **TANDAKAN** salah satu nombor pada skala 1-5 bagi mengambarkan pendapat anda bagi setiap pernyataan berikut)

14. I place a lot of importance on the advantages that society could experience from the amount of revenue collected. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

15. When it comes to following the law regarding taxes, I always feel confident in my choices. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

16. When obeying the law on taxes, I would take society's long-term effects into account. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

17. When adhering to tax legislation, I refrain from taking any tax risks because they could have negative outcomes. *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Bersetuju)	○	○	○	○	○	Strongly Agree (Sangat Bersetuju)

APPENDIX F
PILOT TEST RESULT

Correlations

Correlations

		Intention	Attitude	Licensed	Behavior
Intention	Pearson Correlation	1	.491**	.087	.295**
	Sig. (2-tailed)		<.001	.388	.003
	N	101	101	101	101
Attitude	Pearson Correlation	.491**	1	.042	.359**
	Sig. (2-tailed)	<.001		.676	<.001
	N	101	101	101	101
Licensed	Pearson Correlation	.087	.042	1	.200*
	Sig. (2-tailed)	.388	.676		.045
	N	101	101	101	101
Behavior	Pearson Correlation	.295**	.359**	.200*	1
	Sig. (2-tailed)	.003	<.001	.045	
	N	101	101	101	101

**. Correlation is significant at the 0.01 level (2-tailed).
*. Correlation is significant at the 0.05 level (2-tailed).

Regression

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	Licensed, Attitude[b]	.	Enter

a. Dependent Variable: Intention
b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.495[a]	.245	.230	.53486

a. Predictors: (Constant), Licensed, Attitude

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9.112	2	4.556	15.927	<.001[b]
	Residual	28.035	98	.286		
	Total	37.147	100			

a. Dependent Variable: Intention
b. Predictors: (Constant), Licensed, Attitude

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	1.448	.540		2.681	.009		
	Attitude	.625	.112	.488	5.556	<.001	.998	1.002
	Licensed	.043	.056	.066	.755	.452	.998	1.002

a. Dependent Variable: Intention

Collinearity Diagnostics[a]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions (Constant)	Variance Proportions Attitude	Variance Proportions Licensed
1	1	2.954	1.000	.00	.00	.01
	2	.040	8.561	.03	.06	.96
	3	.005	23.381	.97	.94	.04

Correlations

		Intention	Attitude	Licensed	Behavior
Intention	Pearson Correlation	1	.491**	.087	.295**
	Sig. (2-tailed)		<.001	.388	.003
	N	101	101	101	101
Attitude	Pearson Correlation	.491**	1	.042	.359**
	Sig. (2-tailed)	<.001		.676	<.001
	N	101	101	101	101
Licensed	Pearson Correlation	.087	.042	1	.200*
	Sig. (2-tailed)	.388	.676		.045
	N	101	101	101	101
Behavior	Pearson Correlation	.295**	.359**	.200*	1
	Sig. (2-tailed)	.003	<.001	.045	
	N	101	101	101	101

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

*. Correlation is significant at the 0.05 level (2-tailed).

Regression

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	Licensed, Attitude[b]	.	Enter

a. Dependent Variable: Intention

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.495[a]	.245	.230	.53486

a. Predictors: (Constant), Licensed, Attitude

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9.112	2	4.556	15.927	<.001[b]
	Residual	28.035	98	.286		
	Total	37.147	100			

a. Dependent Variable: Intention

b. Predictors: (Constant), Licensed, Attitude

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.448	.540		2.681	.009		
	Attitude	.625	.112	.488	5.556	<.001	.998	1.002
	Licensed	.043	.056	.066	.755	.452	.998	1.002

a. Dependent Variable: Intention

Collinearity Diagnostics[a]

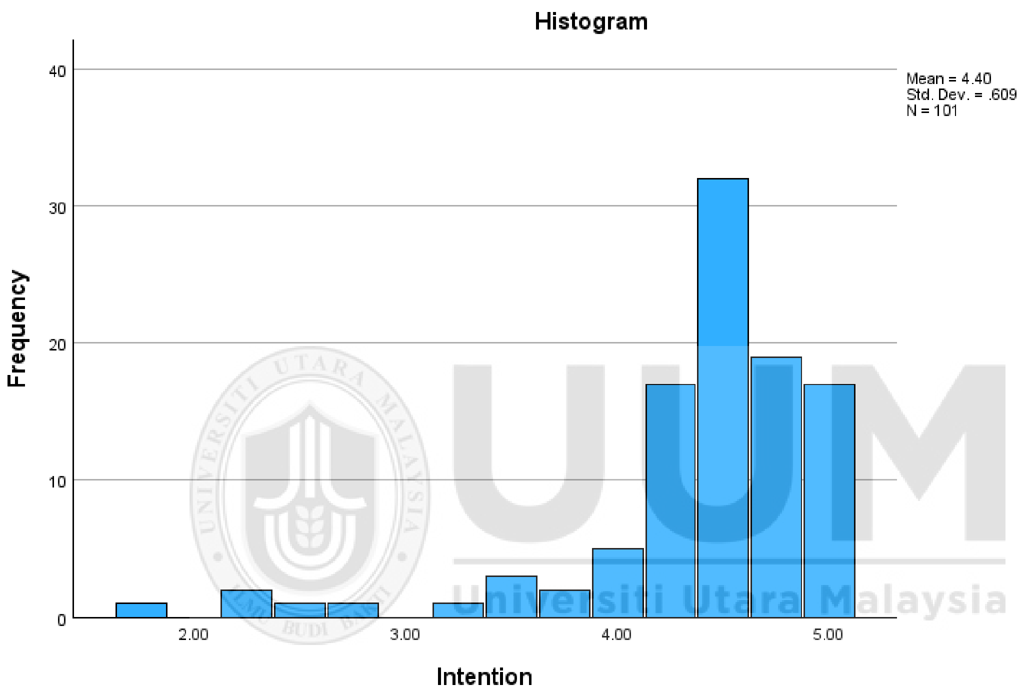
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	Attitude	Licensed
1	1	2.954	1.000	.00	.00	.01
	2	.040	8.561	.03	.06	.96
	3	.005	23.381	.97	.94	.04

Tests of Normality

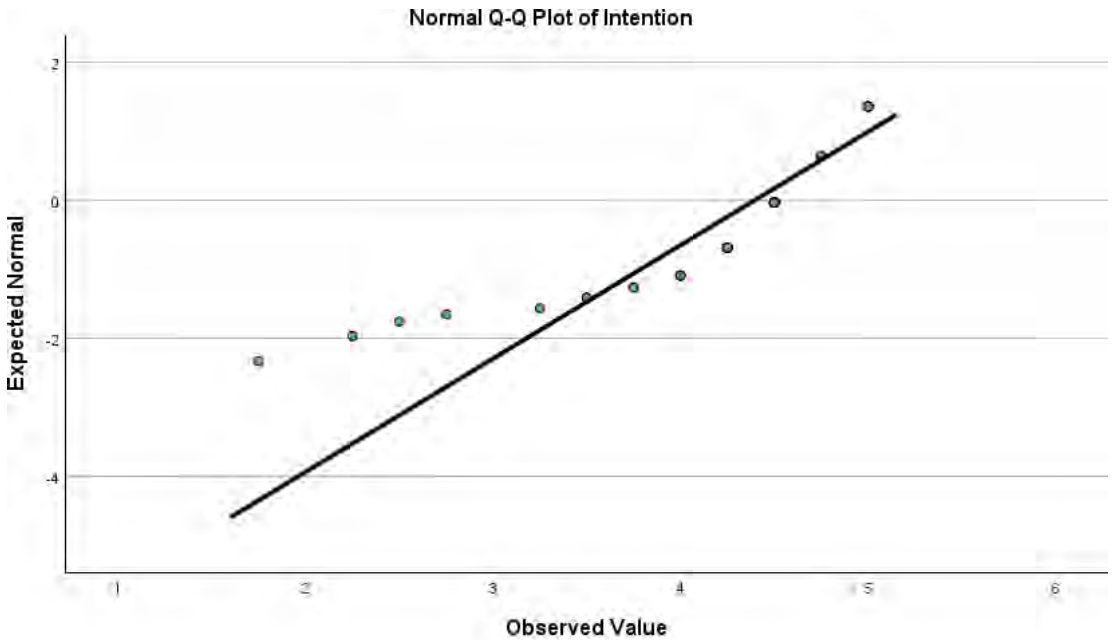
	Kolmogorov-Smirnov[a]			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Intention	.245	101	<.001	.754	101	<.001
Attitude	.214	101	<.001	.860	101	<.001
Licensed	.195	101	<.001	.904	101	<.001
Behavior	.229	101	<.001	.856	101	<.001

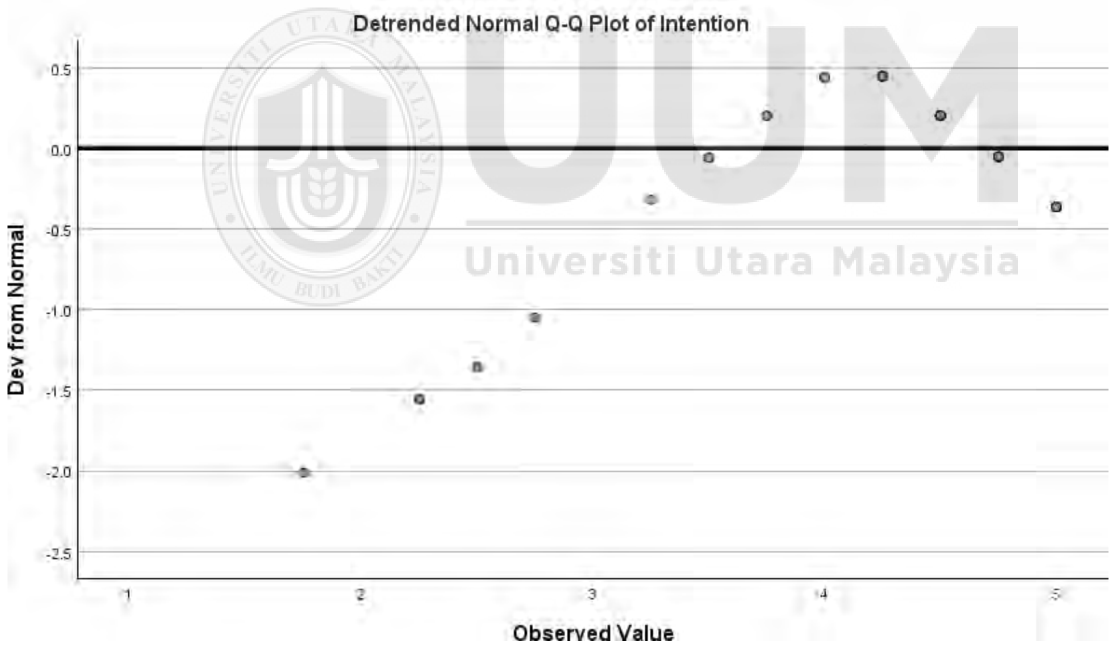
a. Lilliefors Significance Correction

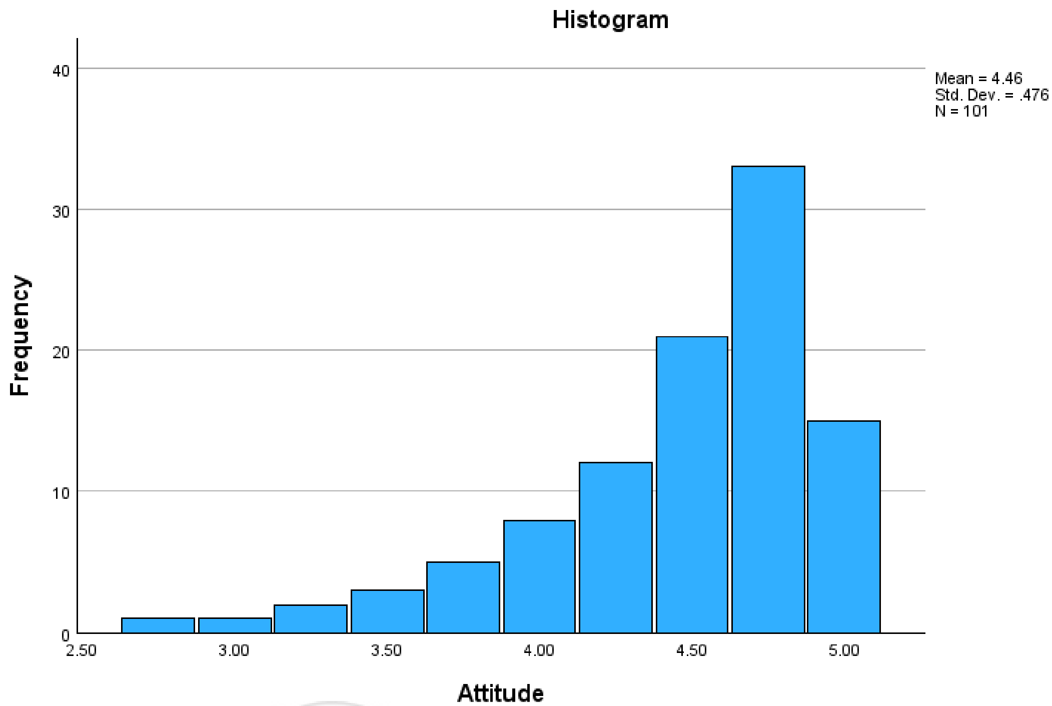
Intention

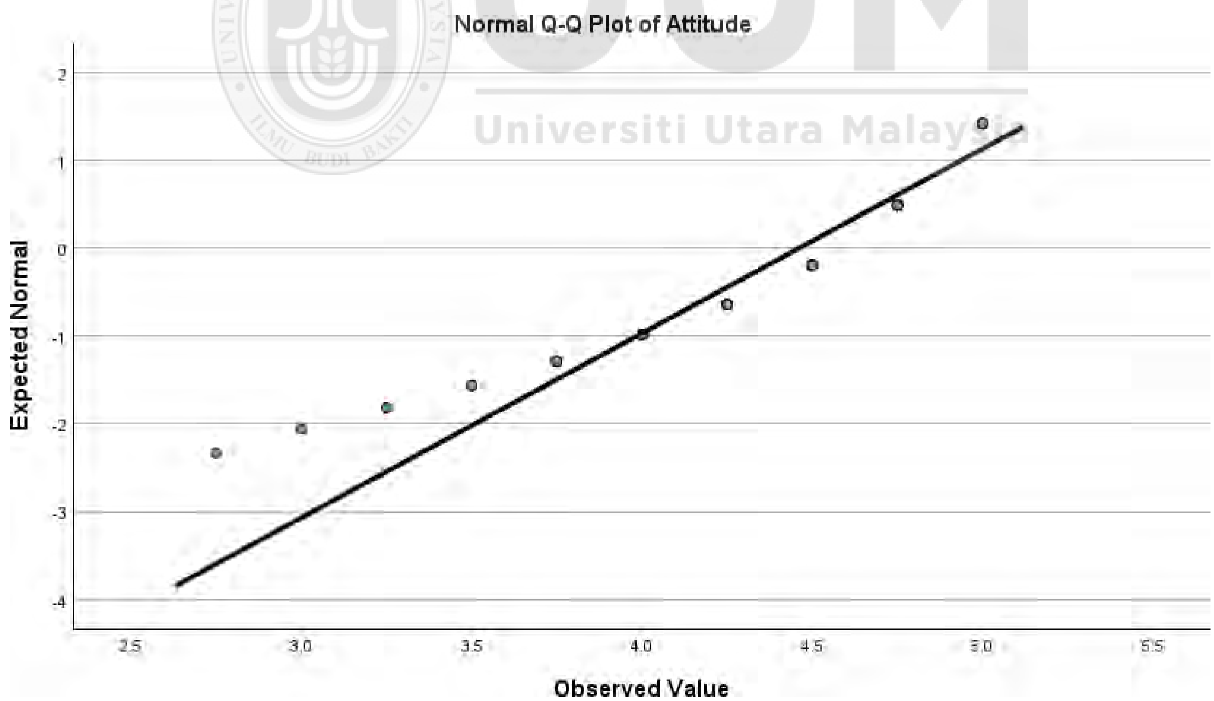


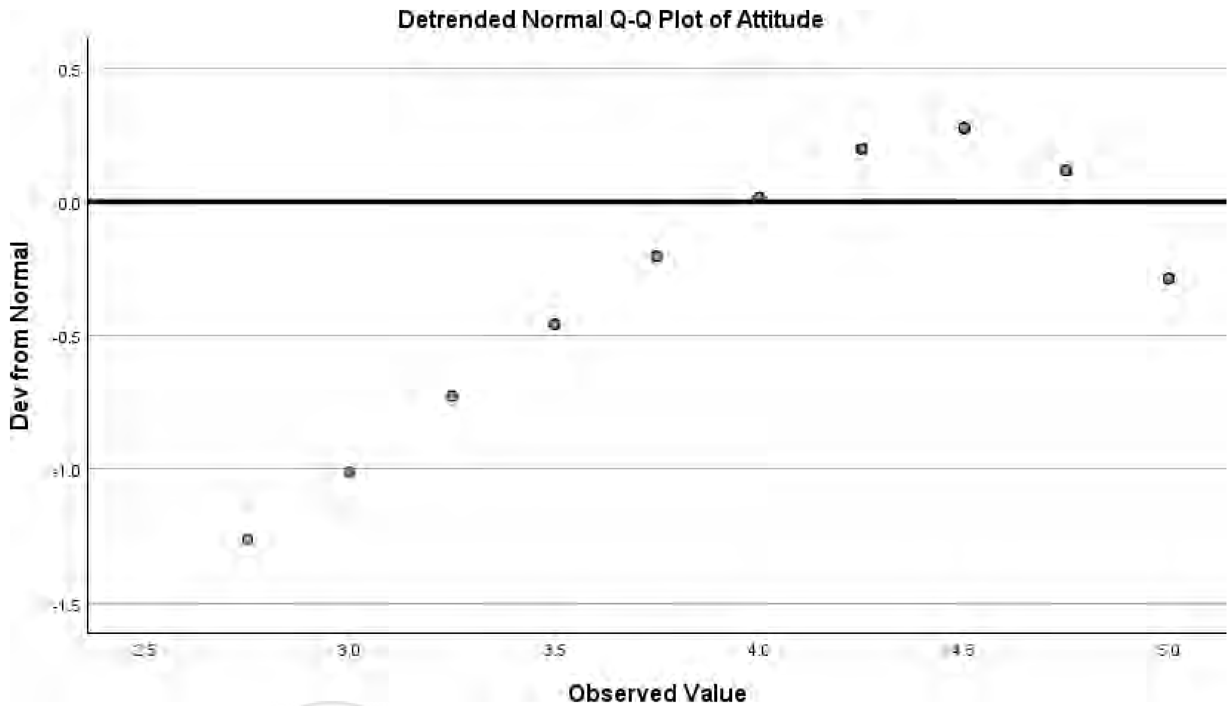

```
Intention Stem-and-Leaf Plot

 Frequency    Stem &  Leaf

     6.00 Extremes    (=<3.25)
     3.00       35 .  000
      .00       36 .
     2.00       37 .  55
      .00       38 .
      .00       39 .
     5.00       40 .  00000
      .00       41 .
    17.00       42 .  55555555555555555
      .00       43 .
      .00       44 .
    32.00       45 .  00000000000000000000000000000000
      .00       46 .
    19.00       47 .  5555555555555555555
      .00       48 .
      .00       49 .
    17.00       50 .  00000000000000000

 Stem width:      .10
 Each leaf:       1 case(s)
```

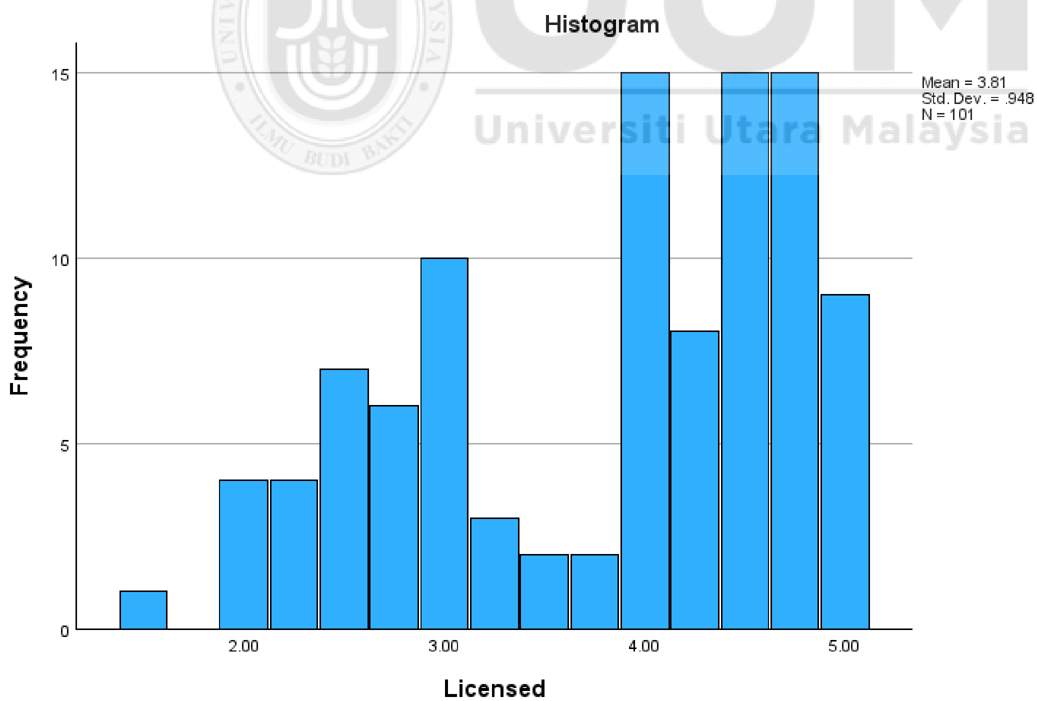

Normal Q-Q Plot of Intention
Expected Normal
Observed Value
2
0
-2
-4
1
2
3
4
5
6

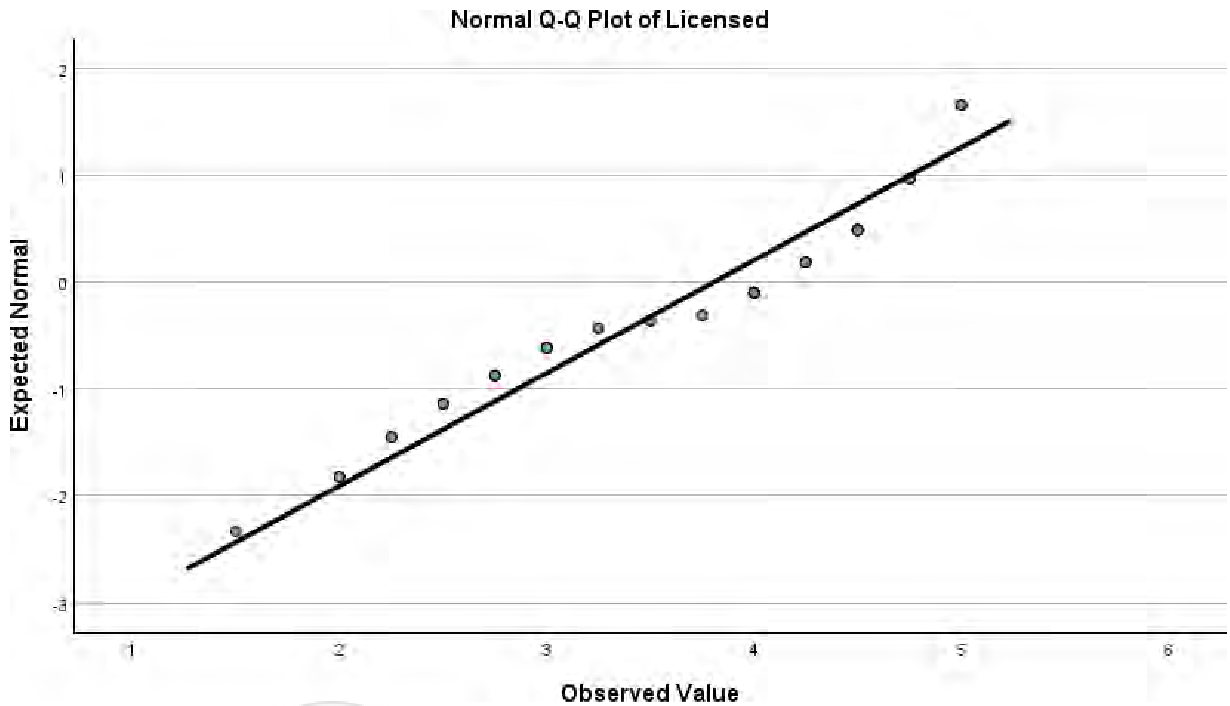

Detrended Normal Q-Q Plot of Intention
Dev from Normal
Observed Value
0.5
0.0
-0.5
-1.0
-1.5
-2.0
-2.5
1
2
3
4
5

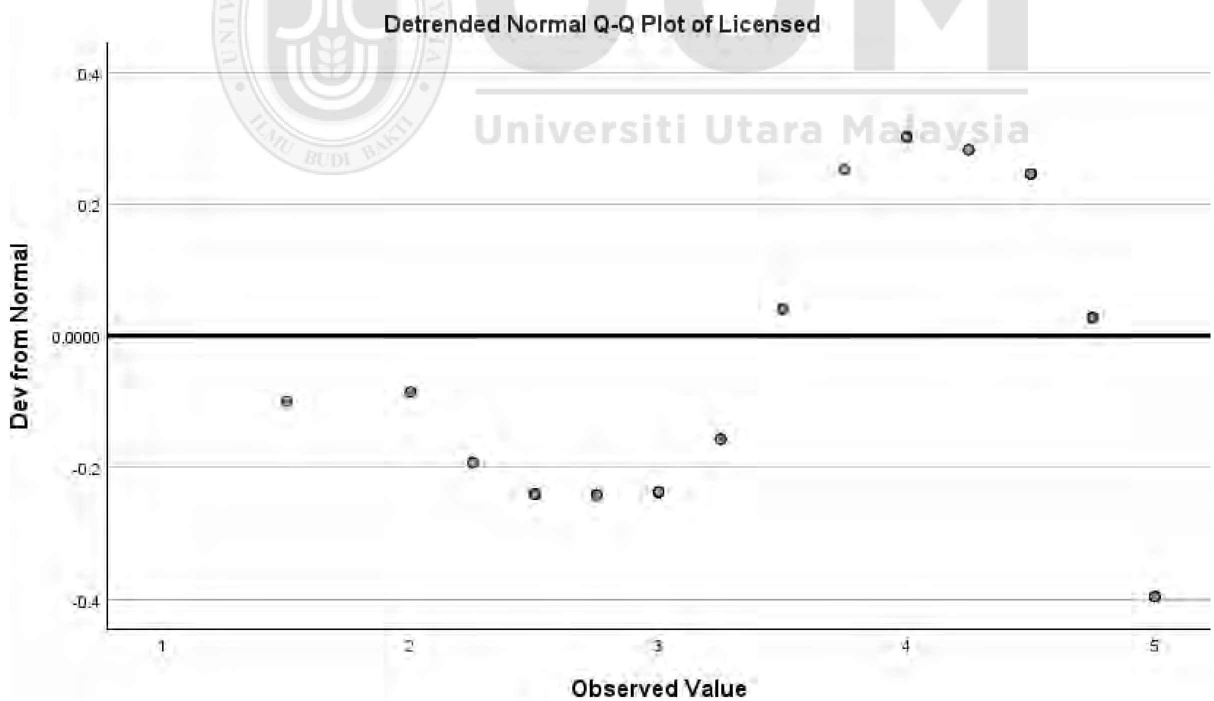

Histogram
Mean = 4.46
Std. Dev. = .476
N = 101
Frequency
40
30
20
10
0
2.50
3.00
3.50
4.00
4.50
5.00
Attitude

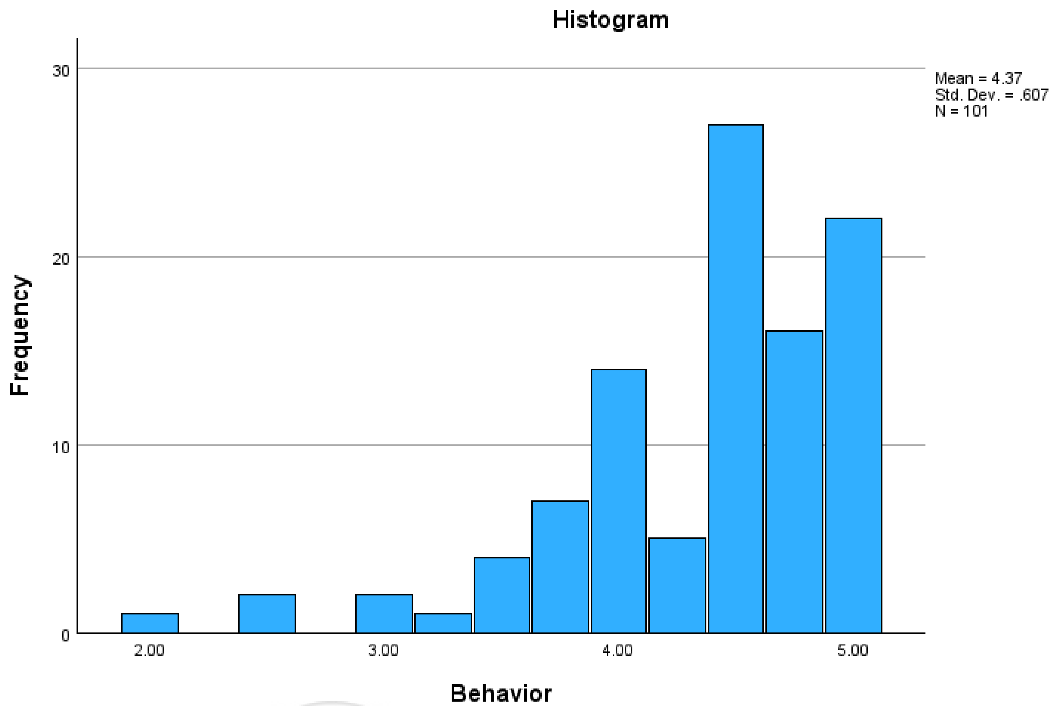

Normal Q-Q Plot of Attitude
Expected Normal
2
1
0
-1
-2
-3
-4
2.5
3.0
3.5
4.0
4.5
5.0
5.5
Observed Value

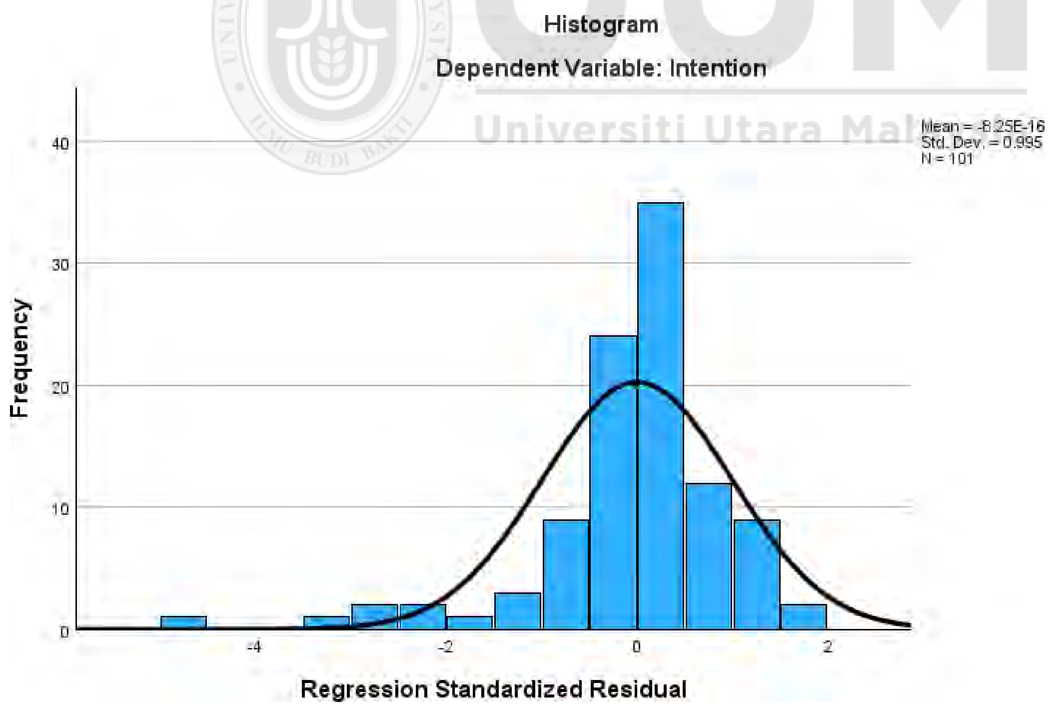

Detrended Normal Q-Q Plot of Attitude
Dev from Normal
Observed Value

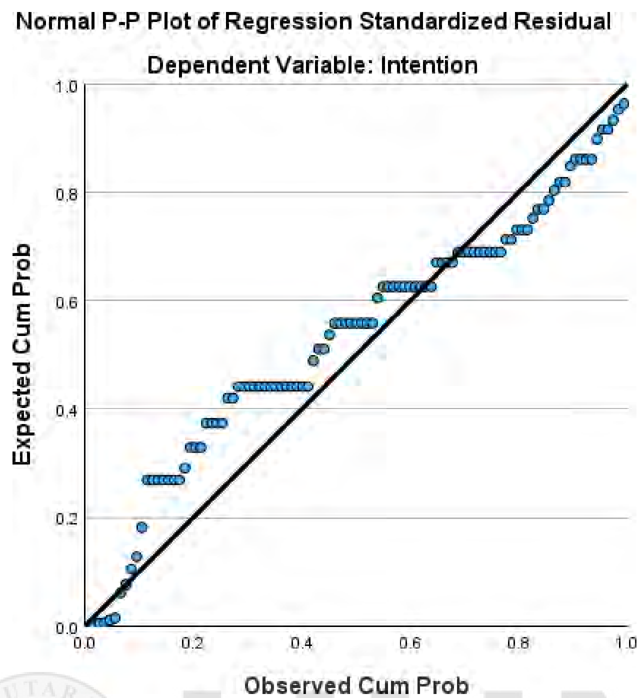

Histogram
Mean = 3.81
Std. Dev. = .948
N = 101
Frequency
Licensed


Normal Q-Q Plot of Licensed
Expected Normal
Observed Value
2
1
0
-1
-2
-3
1
2
3
4
5
6


Detrended Normal Q-Q Plot of Licensed
Dev from Normal
Observed Value
0.4
0.2
0.0000
-0.2
-0.4
1
2
3
4
5


Histogram
Mean = 4.37
Std. Dev. = .607
N = 101
Frequency
30
20
10
0
2.00
3.00
4.00
5.00
Behavior


Histogram
Dependent Variable: Intention
Mean = -8.25E-16
Std. Dev. = 0.995
N = 101
Frequency
40
30
20
10
0
-4
-2
0
2
Regression Standardized Residual


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