Analysis of Motor Vehicle Tax Revenues before and after the Tax Kring

Andi Arman [†1]

Universitas Muhammadiyah Makassar, Sultan Aluddin Street. Makassar City, South Sulawesi 90221, Indonesia

Abstract

This study aims to test and see the increase in tax revenue before and after the tax kring was imposed at the Joint of SAMSAT Dompu office. This research is quantitative descriptive. Data obtained through interviews with several informants and documentation in the form of motor vehicle taxpayer data and the amount of tax revenue from 2015-2019. Data analysis was performed by comparing the amount of vehicle tax revenue before and after the tax return. The results show that the tax revenue after the enactment of the tax kring is proven to receive motorized vehicle receipts with the number recorded in the SAMSAT Dompu office report, which is IDR 6,734,770,347. At the same time, in 2016 it was IDR 9,205,731,543 and continues to increase until 2018 amounting to IDR 10,729,544,167. The largest tax revenue for motor vehicle tax revenue is the type of motorbike with IDR 4,206,763,159 in 2018 and IDR 4,349,173,575 in 2019. Constraints that regulate when collecting motor vehicle tax are taxpayer data by the BPKB, not motorized vehicles. Also, taxpayers who change ownership but do not report.

1 Introduction

Dompu Regency is one of the districts in West Nusa Tenggara Province. It had a population of 234,665 people in 2014 and a land area of 2,321.55 km2, classifying it as dense (Central Bureau of Statistics of Dompu Regency 2019). This situation resulted in an increase in economic activity in the Dompu district, which increased the amount of motor vehicle tax revenue targeted and realized in the Dompu district. The number of motorized vehicle objects in Dompu Regency was calculated using data from eight districts, namely Dompu District, Hu 'u District, Pajo District, Woja District, Kilo District, Kempo District, Manggelewa District, and Pekat District. Involvement of people, motorized vehicle objects, and regional original income will benefit each other, which has an equal impact on Motor Vehicle Tax's increased capacity and realization. Additionally, it would have an impact on the sum of Regional Original Income. As is the case with Dompu Regency, Dompu Regency is a district that has made significant strides in changing the tax system. This potential can be increased annually if the government manages it well enough to achieve motor vehicle tax revenue that exceeds the predetermined potential or goal.

[†] Corresponding author. Andi Arman
Email address: andi.arman@unismuh.ac.id

SAMSAT is a public service location that meets a variety of community needs, including the payment of Motor Vehicle Taxes, the transfer of Motor Vehicle Name Fees, and the validation of Motor Vehicle Number Certificates, as well as in collaboration with the Mandatory Contribution Insurance for Road Traffic Accidents, whose services will continue to evolve (Apriani, Icih, & Kurniawan, 2019). With the advancement of information technology, it is a strong guide for the joint office of SAMSAT to advance the service system and be granted facilities in the public service system such as information clarity, taxpayer data consistency, and others (Delucchi, 1996). It entails providing taxpayers with convenient access, which a contact center can supplement.

According to Awaluddin & Tamburaka (2017), the SAMSAT Dompu Joint Office must improve this service by using information technology internally and externally. We will phase in this scheme, making it more convenient for people who pay motor vehicle taxes and use Raharja services to verify vehicle numbers (Delucchi & Murphy, 2008). Ilhamsyah, (2016) also clarified that the SAMSAT Dompu Joint Office's telephone and SMS service in the 2014 fiscal year was a step toward improving services to the public or taxpayers. As a form of good service, it is critical to understand how critical it is to enforce sound service standards within government administration and to determine if the form of public service has been determined by government policy. Specifically, the implementation of services through phone calls and text messages is still not ideal, as measured by the apparatus or implementing officers, the effectiveness or ineffectiveness of established legislation, field implementation, and the community's ability to enjoy these services. Each year, SAMSAT aims to improve the quality of service and supervision of tax administration through effective communication to preserve taxpayer confidence, as well as for local taxes through ASP, which is always striving to provide comprehensive service to motorized vehicle taxpayers while focusing on taxes (Inggrini, Morasa, & Mawikere, 2018).

According to Karim, Alexander & Warongan's, (2018) report, this tax kring is a way for the Dompu Regency to increase motor vehicle taxpayer compliance. Maximizing enforcement efforts under the concept of "tax kring" entails two components: automation of services through the proliferation of digital-based services and centralization of services through contact centers, intending to increase taxpayer comfort and reducing compliance and monitoring burdens, with maximum regulation, carried out through interaction with the contingency (Meens Eriksson, 2018). Calculate the potential tax rate. Increased scrutiny of taxpayers is inevitable, but this expectation is still a long way off. This is because only 19,000 (41%) of Dompu's 46,000 tax items pay taxes voluntarily. Meanwhile, nearly 59% of tax entities, or 27,000 tax entities, are overdue on their tax payments. It has provided an additional impetus for the Dompu Regency's local government to modernize the regional tax administration system through ees administered by SAMSAT (Telephone, Whatsapp, SMS, and SAMSAT delivery).

Mesoino, Naukoko & Siwu, (2020) researched previous Motor Vehicle Tax revenue, collecting Gross Regional Domestic Product and employee numbers on Motor Vehicle Tax revenue. The study's results suggested that the number of motorized vehicles and GRDP has a positive and substantial impact on Motor Vehicle Tax revenue. Yunianti, Putri, Sudibyo & Rafinda, (2019) found that motor vehicle taxes were the primary contributor to the rise in PAD in North Barito Regency. This research was performed in Dompu Regency due to concerns about the low willingness of taxpayers to pay their tax obligations, which would undoubtedly impact the low level of local revenue. As a result, it is estimated that the amount of motorized vehicle tax revenue will increase due to the tax kring's introduction, as will the amount of tax arrears owe by motor vehicle taxpayers in the Dompu Regency.

2 Research Method

The research method used in this study is descriptive quantitative, to describe how the facts and phenomena that occur in the research location are defined, followed by an analysis using the standards and parameters established, and finally by interpreting the results of the study to determine the benefits obtained (Nasyita, Seran, & Salbiah, 2019).

The following methods will be used to obtain the data for this paper:
1. They conducted interviews, asked and answered questions from the leadership and all employees about

this writing topic. Interviews will be performed with service department employees of the Dompu Regency SAMSAT Joint Office.

2. Documents, specifically data collection at the SAMSAT Joint Office in Dompu Regency, including data on the number of motorized vehicle taxpayers and motor vehicle tax revenue.

3 Result and Discussion

Result

Regional tax collections, especially for motor vehicle taxes on both four-wheel and two-wheelers, are still falling short of the local government's expectations. It can be seen in the number of realizations that fall short of the mark. Based on this clarification, the following table details the tax revenue collected before the enactment of tax kring at the SAMSAT Joint Office of Dompu Regency, specifically:

The volume of motor vehicle tax revenue fluctuates, for example, vehicle A-1 Sedan, Jeep Wagon, and ambulance. The realization exceeds the goal, which explains the type of vehicle taxpayer. It complies with tax obligations on time and the form of C1 vehicle to know that it is larger than the goal due to a rise in the number of pick-UP vehicles in Dompu. These are believed to be guarded due to Dompu being the largest corn production region in West Nusa Tenggara. So that a large proportion of pick-up car ownership is used for corn transportation. It is supported by Winarso's (2015) study, which discovered that the B-1 vehicle type has the lowest tax revenue realization of any bus type. Suggesting that many buses are registered as vehicle taxpayers but are no longer operational due to damage sustained in an accident, as stated by the billing department in an interview:

"Indeed, the realization of all types of vehicles is very nice, but the bus in particular falls short of the mark. This is because many bus owners fail to announce that their bus has ceased operations or that their waura has been destroyed in collisions or strikes. identical to the realization" (Mr. A, at 10.20 WITA on October 4, 2020)

Additional data collection is required to ascertain the precise number of taxpayers for motorized vehicles, precisely the B-2 Bus vehicle form. The same issues with tax revenue existed in 2015. The revenue generated by vehicle types B-2 and A-2 for general category sedans and jeeps and the revenue generated by vehicle type C-2 is less than the target set. Pick-ups also reduce taxes, as many disabled pick-ups remain registered as active motor vehicle taxpayers.

Local tax revenues, especially for motorized vehicle taxes on both four-wheel and two-wheelers, fall short of expectations, prompting local governments, in this case through a policy issued by the SAMSAT Joint Dompu office, to opt for tax kringes to provide accessible tax services. Specifically, it is hoped that the tax kring initiative would raise local tax revenue, primarily through motorized vehicle registration fees. This tax kring aims to make it simple for motor vehicle taxpayers to pay by providing exceptional service to motor vehicle taxpayers (Pontoh, Ilat, & Warongan, 2019). Excellent service is expected to raise motor vehicle taxpayers' understanding of their tax obligations. The tax kring provides excellent service by allowing taxpayers to obtain information about the amount of their tax bill via the email address specified on the website or tax brochures distributed, or by contacting the contact person listed on the tax website. However, according to (O'Connell & Yusuf, 2013; Hamzah et al., 2018), taxpayers approaching their tax payments are two months away from the end of motor vehicle tax. The tax collection department will contact them directly at the address or phone number specified on the relevant vehicle's certificate of ownership.

According to table 1, motor vehicle tax revenue increased significantly following the implementation of tax kring, as shown by the motor vehicle tax revenue for four-wheeled vehicles reaching IDR 3,032,000,695 in 2016, a significant increase of 47 percent, as well as until 2019, and until 2020 (starting January-31 September 2020), the amount of tax revenue increased as well.

According to table 2, the amount of tax revenue generated by motorized vehicles, specific four-wheelers, increased following the introduction of tax kring increases, but not as significantly as Wheel 4. However, tax revenue will remain low in 2020 (from January to September 2020). This is because many taxpayers have not yet paid their taxes. The billing department needs to act more efficiently to continue delivering excellent service to taxpayers by making tax payments simple and convenient. If required, taxpayers must be visited to notify

them, which requires additional effort. From the Accounts Payable Officer. The difficulties encountered in obtaining special motorized vehicle tax-2 wheels are as follows, based on interviews with the head of the billing department at the SAMSAT Joint office in Gowa Regency:

"The amount of tax revenue generated by motorized vehicles, especially motorcycles, is the smallest in comparison to the total number of registered vehicles, owing to the fact that many taxpayers have relocated their motorcycles but neglected to change their names. It is important to note that there are still many excellent farmers. Thus, they are occupied tending to their garden until they say they failed to pay the tax, at which point it is done, not to mention the active guardian of the cellphone number, which also records it, at which point the collection department is also half-dead." (Mr. B, October 11, 2020, 11.05 a.m. WITA)

According to the results of interviews and data gathered during the research process, the following are some of the problems associated with motor vehicle tax collection for both four-wheeled and two-wheeled vehicles:
a. Several two-wheeled vehicles have changed ownership (sold), but no management has been directed to alter the vehicle's ownership name, causing billing difficulties for the stock.
b. Sometimes, the identity listed on the proof of motor vehicle ownership does not fit the identity stated on the proof of motor vehicle ownership (because another person's identity was used at the time of purchase), requiring the billing section to go back and forth to obtain.
c. Several taxpayers contacted by their contact persons were discovered to be inactive due to changing phone numbers. In comparison, taxpayers acknowledged that they neglected to pay taxes because they were so busy planting corn and other crops.

Table 1. Targets and realization of 4-wheeled vehicle tax revenue after tax kring 2017-2020

Year	Before	After	Deviation	%
2017	3.032.000.695	5.737.918.921	2.705.918.226	47
2018	3.032.000.695	6.519.265.432	3.487.264.737	53
2019	3.032.000.695	8.867.046.036	5.835.045.341	66
2020 (Okt)	3.032.000.695	7.205.621.705	4.173.621.010	58

Source: Data SAMSAT Joint office district. Dompu, processed (2020)

Table 2. Target and realization of 2-wheeled motorized vehicle tax revenue after tax kring 2017-2020

Year	Before	After	Deviation		%	
2017	3.871.795.399	3.843.934.291	-	27.861.108	-	1
2018	3.871.795.399	4.210.278.735		338.483.336		8
2019	3.871.795.399	4.014.576.996		142.781.597		4
2020	3.871.795.399	2.790.996.077	-	1.080.799.322	-	39

Discussion

Pontoh, Ilat & Warongan, (2019) discovered that tax revenue increase significantly when the tax kring is applied, especially for four-wheeled vehicles. It would increase motor vehicle taxpayers' motivation to comply with their tax obligations. Additionally, SAMSAT billing workers receive additional contributions or bonuses token of gratitude from the SAMSAT leadership to boost employee morale. To maintain its enthusiasm for socializing and tax kringes, followed by the issuance of a collection letter sent or sent directly to the taxpayer's vehicle ownership certificate address by the billing employee. Additionally, the amount of tax revenue reported at the SAMSAT Dompu Office demonstrates the rise in tax revenue. Prior to the enactment of the levy, tax revenue totaled IDR 6,734,770,347 in 2015, IDR 9,205,731,543 in 2016, and IDR 10,729,544,167 in 2018, with the form of motorcycle contributing the most to motor vehicle tax collection with IDR 4,206,763,159 in 2018 and IDR 4,349,173,575 in 2019. The findings of this study are corroborated by Ratnasari's (2016) analysis,

which discovered a substantial negative relationship between the practice of obfuscating profits by income reduction and the practice or action of corporate tax revenue. Susilawati and Budiartha (2013) also discovered that motor vehicle taxes were the primary contributor to the rise in PAD in North Barito Regency.

According to the findings of interviews and surveys identifying the barriers to the tax kring's introduction, motor vehicle taxpayers change their address to avoid reporting or whose current address does not fit their KTP. Certain motor vehicle taxpayers buy motor vehicles using another person's identification. According to this study, Kumadji & Husaini (2015) found several obstacles that can affect the amount of motor vehicle tax revenue collected at SAMSAT East Lombok, including the following: a. Several people have car loans with no down payment. b. Feel financially burdened by Samsat. c. Many cars were destroyed. d. Several individuals have pawned their automobiles. e. A great deal of vehicle purchasing and selling occurs quickly

4 Conclusion

The conclusions in this study are tax revenue following the implementation of tax kring is proven to correlate with the IDR 6,734,770,347 reported in the SAMSAT Dompu Office report for motor vehicle tax revenue. Simultaneously, it was IDR 9,205,731,543 in 2016 and increased to IDR 10,729,544,167 in 2018, with the form of motorcycle contributing the most to motor vehicle tax collection, totaling Rp. 4,206,763,159 in 2018 and Rp. 4,349,173,575 in 2019. The collection of motor vehicle taxes was constrained by several factors, including the fact that the BPKB did not have access to the large number of taxpayer records, let alone taxpayers who transferred ownership but did not report.

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