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Building a Culture of Compliance: The Influence of Tax Socialization and Inclusion on Indonesian Micro, Small, and Medium Enterprises (MSMEs) Taxpayers

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ABSTRACT

Taxes serve as the cornerstone of any nation's economic framework, functioning as both a regulatory mechanism and a primary source of government revenue. They are indispensable for managing taxpayer behavior, ensuring a steady stream of state income, and financing essential public services and infrastructure development. In Indonesia, the compliance of micro, small, and medium enterprises (MSMEs) is pivotal to the nation's fiscal well-being. This study delves into the factors that influence MSME taxpayer compliance, specifically focusing on the role of tax socialization, tax inclusion, and the involvement of tax volunteers. A quantitative research approach was adopted, involving the distribution of questionnaires to MSME taxpayers in Indonesia. The data collected was then analyzed using SPSS software to test the hypotheses regarding the impact of tax socialization, tax inclusion, and tax volunteers on taxpayer compliance. The findings of this study reveal that tax socialization and tax inclusion positively influence the level of tax compliance among Indonesian MSME taxpayers. Furthermore, the involvement of tax volunteers also has a positive impact on enhancing taxpayer compliance. This study underscores the importance of tax socialization and tax inclusion in fostering a culture of compliance among MSMEs in Indonesia. The positive role of tax volunteers in assisting taxpayers and promoting compliance is also highlighted. These findings have significant implications for tax authorities in their efforts to improve tax compliance rates and enhance revenue collection.

1. Introduction

Taxes constitute the cornerstone of any nation's economic framework, serving as both a regulatory mechanism and a primary source of government revenue (Aila et al., 2020). They are indispensable for managing taxpayer behavior, ensuring a steady stream of state income, and financing essential public services and infrastructure development (Fahriyah, 2022). In Indonesia, the compliance of micro, small, and medium enterprises (MSMEs) is pivotal to the nation's fiscal well-being (Chen, 2023). This study

delves into the factors that influence MSME taxpayer compliance, specifically focusing on the role of tax socialization, tax inclusion, and the involvement of tax volunteers. Tax socialization encompasses the efforts made by tax authorities to educate and inform taxpayers about their rights and obligations, promoting awareness and understanding of tax laws and regulations (Mogollon, 2021). It is an essential tool for fostering a culture of compliance and encouraging voluntary tax compliance. Taxpayers who are well-informed about their tax responsibilities are more



likely to comply with tax laws, leading to increased tax revenue and a more efficient tax system (Olusegun, 2021).

Tax inclusion, on the other hand, aims to integrate tax education into the broader curriculum, ensuring that future taxpayers are equipped with the necessary knowledge and skills to comply with tax laws (Pandey, 2022). By incorporating tax awareness resources throughout higher education institutions, tax inclusion initiatives seek to enhance comprehension, which is essential for taxpayer compliance. Incorporating tax education in the early stages of learning can help instill a sense of responsibility and awareness among future taxpayers, contributing to a more compliant tax environment (Chyz, 2021). In addition to tax officials, tax volunteers, often comprised of students nominated and confirmed by the Directorate General of Taxes, can play a significant role in enhancing taxpayer compliance (DeBacker, 2024). These volunteers provide direct services to taxpayers, including aiding in the submission of the Annual Tax Return (SPT) via the e-filing service. The Tax Volunteer Program engages students as third parties to facilitate counseling and enhance taxpayer compliance. The presence of tax volunteers can bridge the gap between taxpayers and tax authorities, providing personalized assistance and guidance, which can lead to improved tax compliance (Hurwitz, 2024). This study aims to investigate the impact of tax volunteers, tax socialization, and tax inclusion on enhancing taxpayer compliance among Indonesian MSMEs. By understanding the factors that influence MSME taxpayer compliance, tax authorities can design and implement more effective strategies to improve tax compliance rates and enhance revenue collection. The findings of this study will contribute to the existing body of knowledge on tax compliance and provide valuable insights for policymakers and tax administrators in their efforts to strengthen tax administration and promote sustainable economic growth (Jacob, 2024).

2. Literature Review

Tax compliance, a cornerstone of any robust tax system, is a multifaceted concept encompassing the fulfillment of tax obligations by individuals and corporations (Mehrabiyani, 2024). This includes accurate income reporting, timely tax payments, and adherence to tax laws and regulations. The level of tax compliance significantly impacts a country's revenue generation capacity and its ability to fund public services and infrastructure development (Owens, 2024). Numerous factors influence tax compliance, including tax knowledge, tax rates, tax administration, tax morale, and social norms (Rahmi, 2022). These factors interact in complex ways, shaping taxpayer behavior and influencing their willingness to comply with tax laws. Understanding these factors is crucial for policymakers and tax administrators in their efforts to design and implement effective strategies to improve tax compliance rates (Supriyadi, 2023).

Tax knowledge is a critical determinant of tax compliance. Taxpayers who are well-informed about their tax obligations are more likely to comply with tax laws (Wibowo, 2022). This includes understanding tax laws, regulations, procedures, and the consequences of non-compliance. Studies have shown that increasing tax knowledge can lead to improved tax compliance (Tsalavoutas, 2020). Tax rates also play a significant role in influencing tax compliance. High tax rates can discourage compliance, as taxpayers may perceive them as unfair or excessive (Siglé, 2024). Conversely, moderate tax rates, coupled with efficient tax administration, can encourage compliance by reducing the incentive to evade taxes.

The efficiency and fairness of tax administration are crucial factors in promoting tax compliance. Taxpayers are more likely to comply with tax laws when they perceive the tax system as fair and transparent (Gadžo, 2022). This includes clear and concise tax laws, efficient tax administration, and effective enforcement mechanisms. Tax morale, defined as the intrinsic motivation to pay taxes, is



another important determinant of tax compliance (Quick, 2024). It is influenced by social norms, trust in government, and perceptions of fairness and equity. Studies have shown that tax morale can significantly impact tax compliance, even in the absence of strong enforcement mechanisms (Chen, 2023). Social norms also play a role in shaping tax compliance behavior. Individuals are more likely to comply with tax laws when they believe that their peers are also complying (Aila et al., 2020). This highlights the importance of creating a culture of compliance, where tax compliance is seen as a social norm and a civic duty.

Tax socialization is a crucial tool for tax authorities to educate and inform taxpayers about their rights and obligations (Mehrabiyan, 2024). It encompasses a range of activities, including tax education programs, public awareness campaigns, and the dissemination of tax information through various channels. Effective tax socialization can enhance taxpayers' understanding of tax laws, promote awareness of the importance of tax compliance, and encourage voluntary compliance (Siglé, 2022). Tax inclusion aims to integrate tax education into the broader curriculum, ensuring that future taxpayers are equipped with the necessary knowledge and skills to comply with tax laws (Supriyadi, 2023). This approach seeks to instill a sense of tax awareness and responsibility from an early age, contributing to a more compliant tax environment in the long run.

Tax volunteers, often comprised of students nominated and confirmed by the Directorate General of Taxes, can play a significant role in enhancing taxpayer compliance (Pandey, 2022). These volunteers provide direct services to taxpayers, including aiding in the submission of tax returns, answering tax-related questions, and providing guidance on tax procedures. The involvement of tax volunteers can help bridge the gap between taxpayers and tax authorities, promoting trust and encouraging compliance (Owens, 2024). It is important to recognize that these factors do not operate in isolation but

interact in complex ways to influence tax compliance. For instance, tax knowledge can enhance tax morale, while efficient tax administration can strengthen trust in government, both of which can lead to improved tax compliance (Olusegun, 2021). Understanding the interplay of these factors is crucial for policymakers and tax administrators in their efforts to design and implement effective strategies to improve tax compliance rates. The relative importance of these factors may vary depending on the specific context, including the country's economic development level, tax system design, and cultural norms (Tsalavoutas, 2020). Therefore, it is essential to tailor tax compliance strategies to the specific needs and circumstances of each country.

3. Methods

The nature of a research endeavor, whether exploratory, descriptive, or explanatory, dictates the appropriate research methods. Exploratory research delves into uncharted territories, descriptive research paints a vivid picture of the research subject, and explanatory research seeks to unravel the intricate relationships between variables. This particular study adopts an explanatory approach, aiming to uncover and elucidate the influence of tax volunteerism, tax socialization, and tax inclusion on taxpayer compliance. Quantitative research methods are employed, characterized by a systematic and objective approach to data collection and analysis. This approach involves the use of numerical data and statistical techniques to test hypotheses and draw inferences about the population under study. The hallmark of quantitative research is its emphasis on measurement, enabling researchers to quantify the relationships between variables and test the validity of their hypotheses. The survey method, a cornerstone of quantitative research, is employed to gather data from a representative sample of the population. This method involves the administration of questionnaires or interviews to collect information on the variables of



interest. The survey method is particularly suited for studies that seek to measure the attitudes, beliefs, and behaviors of a large population.

The population under study comprises individual taxpayers from the MSME sector. MSMEs, the backbone of many economies, are characterized by their small scale of operations and their significant contribution to employment and economic growth. The tax compliance of MSMEs is crucial for the government's revenue generation capacity and its ability to fund public services and infrastructure development. Given the vast size of the MSME population, a sample is selected to represent the population in the study. The sample is a subset of the population that is carefully chosen to ensure that it reflects the characteristics of the population as a whole. The sample size is determined based on the desired level of precision and confidence in the study's findings.

The primary data collection instrument is a questionnaire, a structured set of questions designed to elicit information from respondents on the variables of interest. The questionnaire is carefully crafted to ensure that it is clear, concise, and relevant to the research objectives. The questions are designed to measure the respondents' perceptions, attitudes, and behaviors related to tax volunteerism, tax socialization, tax inclusion, and taxpayer compliance. The questionnaire is administered to the selected sample of MSME taxpayers through various channels, including online surveys, postal surveys, and face-to-face interviews. The choice of data collection method is guided by the characteristics of the sample and the resources available for the study.

The collected data is meticulously analyzed using statistical software, a powerful tool for data manipulation and analysis. The software enables researchers to organize, summarize, and interpret the data, facilitating the testing of hypotheses and the drawing of inferences about the population. Descriptive statistics, a branch of statistics that deals

with the summarization and presentation of data, is used to describe the characteristics of the sample and the variables under study. This includes measures of central tendency, such as the mean and median, and measures of dispersion, such as the standard deviation and range. Inferential statistics, a branch of statistics that deals with drawing inferences about a population based on sample data, is used to test the hypotheses and draw conclusions about the relationships between the variables. This includes hypothesis testing, correlation analysis, and regression analysis.

The validity and reliability of the data collection instrument are rigorously assessed to ensure the quality of the data. Validity refers to the extent to which the instrument measures what it is intended to measure, while reliability refers to the consistency of the measurements. The study is conducted in accordance with ethical research principles, ensuring the protection of the rights and welfare of the participants. This includes obtaining informed consent from the participants, maintaining the confidentiality of their responses, and ensuring that the research does not cause any harm to the participants.

4. Results and Discussion

Table 1 provides a breakdown of the demographic characteristics of the 45 MSME participants who responded to the survey. The majority of participants (40%) fell within the 31-40 year age bracket, followed by 20-30 years (26.7%). This suggests that the survey primarily captured the perspectives of younger to middle-aged business owners. There was a relatively balanced representation of genders, with slightly more males (55.6%) than females (44.4%) participating in the study. A significant portion of the participants (44.4%) held a Bachelor's degree, indicating a relatively high level of educational attainment among the MSME owners surveyed. The participants represented a diverse range of business sectors, with



Retail Trade being the most common (33.3%), followed by Food & Beverage and Services, each accounting for 22.2% of the sample. A plurality of participants (40%)

had been operating their businesses for less than 5 years, indicating a significant proportion of relatively new businesses in the sample.

Table 1. Participants characteristics.

Characteristic	Category	Frequency	Percentage
Age	20-30 years	12	26.7%
	31-40 years	18	40.0%
	41-50 years	10	22.2%
	51+ years	5	11.1%
Gender	Male	25	55.6%
	Female	20	44.4%
Education level	High School	5	11.1%
	Vocational/Diploma	15	33.3%
	Bachelor's Degree	20	44.4%
	Master's Degree or higher	5	11.1%
Business sector	Food & Beverage	10	22.2%
	Retail Trade	15	33.3%
	Services	10	22.2%
	Other	10	22.2%
Years in business	Less than 5 years	18	40.0%
	5-10 years	15	33.3%
	10+ years	12	26.7%

Table 2 presents the results of the validity and reliability tests conducted on the measurement scales used in the study. The Pearson Correlation column shows the correlation coefficient between each individual item (e.g., "TV1: Tax volunteers provide clear explanations about tax regulations") and the overall construct it's meant to measure (e.g., "Role of Tax Volunteers"). A higher correlation coefficient indicates a stronger relationship, meaning the item is a good measure of the construct. In this table, all Pearson correlations are above 0.70, which is generally considered a good indicator of validity. Cronbach's Alpha column shows the Cronbach's alpha coefficient for each construct (Role of Tax Volunteers, Tax Socialization, Tax Inclusion, Taxpayer Compliance). Cronbach's alpha is a measure of internal consistency, which assesses how closely related a set of items are

as a group. A higher alpha indicates greater reliability, meaning the items are consistently measuring the same construct. All Cronbach's alpha values in this table are above 0.85, which is considered excellent. The high Pearson correlations suggest that the individual items within each scale are effectively measuring the intended constructs (Role of Tax Volunteers, Tax Socialization, Tax Inclusion, and Taxpayer Compliance). This means the researchers can be confident that they are measuring what they set out to measure. The high Cronbach's alpha values indicate strong internal consistency within each scale. This means the items within each scale are working together to measure the same underlying concept. This high reliability strengthens the credibility of the study's findings.



Table 2. Validity and reliability.

Item	Pearson correlation	Cronbach's alpha
Role of tax volunteers		
TV1: Tax volunteers provide clear explanations about tax regulations.	0.70	0.85
TV2: Tax volunteers assist in completing tax forms accurately.	0.75	0.85
TV3: Tax volunteers are available when needed for tax-related assistance.	0.80	0.85
TV4: Tax volunteers enhance my understanding of tax obligations.	0.85	0.85
TV5: I am satisfied with the assistance provided by tax volunteers.	0.78	0.85
Tax socialization		
TS1: Tax offices conduct regular tax education seminars.	0.72	0.88
TS2: Tax information is easily accessible through various channels (e.g., websites, brochures).	0.78	0.88
TS3: Tax officers are approachable and helpful in providing tax guidance.	0.81	0.88
TS4: Tax socialization initiatives effectively communicate tax regulations.	0.83	0.88
TS5: I feel well-informed about tax laws and procedures.	0.75	0.88
Tax inclusion		
TI1: Tax education should be included in the school curriculum.	0.74	0.90
TI2: Tax awareness campaigns effectively promote a taxpaying culture.	0.79	0.90
TI3: Tax compliance is important for national development.	0.82	0.90
TI4: Everyone should contribute to taxes for the betterment of society.	0.85	0.90
TI5: Understanding taxes is essential for responsible citizenship.	0.76	0.90
Taxpayer compliance		
TC1: I file my tax returns on time.	0.75	0.92
TC2: I accurately report my income and expenses in my tax returns.	0.80	0.92
TC3: I understand the consequences of tax evasion.	0.83	0.92
TC4: I believe in fulfilling my tax obligations honestly.	0.86	0.92
TC5: I am willing to pay taxes to support government services.	0.78	0.92

Table 3 presents the results of diagnostic tests conducted to assess the assumptions of normality, multicollinearity, and heteroscedasticity, which are crucial for ensuring the validity and reliability of multiple regression analysis. The normality Test (p-value) checks whether the data for each variable is normally distributed, which is an important

assumption for many statistical tests, including regression. A p-value greater than 0.05 generally indicates that the data does not significantly deviate from a normal distribution. In this table, all variables (Role of Tax Volunteers, Tax Socialization, Tax Inclusion, Taxpayer Compliance) have p-values above 0.05 (0.111, 0.217, 0.416, and 0.305, respectively).



The data for all variables meet the assumption of normality. Multicollinearity Test (VIF) checks for multicollinearity, which occurs when independent variables in a regression model are highly correlated with each other. Multicollinearity can make it difficult to determine the individual effects of each independent variable. Variance Inflation Factor (VIF) values are used to assess multicollinearity. A VIF value of 1 indicates no correlation, while values above 10 are often considered problematic. In this table, all VIF values are well below 10 (3.351, 6.647, and 3.291). There is no significant multicollinearity among the

independent variables. Heteroscedasticity Test (p-value) checks for heteroscedasticity, which occurs when the variability of the residuals (errors) in a regression model is unequal across the range of predictor values. Heteroscedasticity can affect the accuracy of the regression coefficients and standard errors. A p-value greater than 0.05 generally indicates that there is no significant heteroscedasticity. In this table, all p-values are above 0.05 (0.249, 0.056, and 0.740). The data meet the assumption of homoscedasticity (no heteroscedasticity).

Table 3. The assumptions of normality, multicollinearity, and heteroscedasticity.

Variable	Normality test (p-value)	Multicollinearity test (VIF)	Heteroscedasticity test (p-value)
Role of tax volunteers	0.111	3.351	0.249
Tax socialization	0.217	6.647	0.056
Tax inclusion	0.416	3.291	0.740
Taxpayer compliance	0.305	-	-

Table 4 presents the results of the hypothesis testing conducted in the study, which aimed to examine the influence of tax volunteers, tax socialization, and tax inclusion on taxpayer compliance. The table outlines three hypotheses; H1: The involvement of tax volunteers positively influences taxpayer compliance; H2: Tax socialization positively influences taxpayer compliance; H3: Tax inclusion positively influences taxpayer compliance. The coefficient indicates the strength and direction of the relationship between the independent variable (tax volunteers, socialization, or inclusion) and the dependent variable (taxpayer compliance). A positive coefficient indicates a positive relationship, meaning that as the independent variable increases, taxpayer compliance also tends to increase. The coefficients for all three hypotheses are positive (0.627, 0.871, and 1.548), supporting the proposed positive relationships. t-statistic tests the significance of the coefficient. A

larger absolute value of the t-statistic suggests a more significant relationship. All t-statistics are relatively large (5.618, 5.350, and 18.320), indicating that the relationships are statistically significant. p-value indicates the probability of observing the results if there were no actual relationships between the variables. A p-value less than 0.05 is generally considered statistically significant, suggesting that the observed relationship is unlikely to be due to chance. All p-values are 0.000, which is less than 0.05, providing strong evidence to reject the null hypothesis (that there is no relationship) and support the alternative hypotheses. The result column summarizes whether the hypothesis was supported or not based on the statistical analysis. All three hypotheses are "Supported," indicating that the analysis provides evidence for the positive influence of tax volunteers, tax socialization, and tax inclusion on taxpayer compliance.



Table 4. Hypothesis analysis.

Hypothesis	Coefficient	t-statistic	p-value	Result
H1: The involvement of tax volunteers positively influences taxpayer compliance.	0.627	5.618	0.000	Supported
H2: Tax socialization positively influences taxpayer compliance.	0.871	5.350	0.000	Supported
H3: Tax inclusion positively influences taxpayer compliance.	1.548	18.320	0.000	Supported

The positive effect of tax volunteers on taxpayer compliance underscores the importance of collaboration between the Directorate General of Taxes (DGT), universities, and students in facilitating tax reporting and enhancing understanding of tax regulations (Jacob, 2024). This collaborative effort harnesses the enthusiasm and knowledge of student volunteers, trained and guided by the DGT, to assist taxpayers in navigating the complexities of tax compliance. This approach not only provides valuable support to taxpayers but also fosters a sense of civic responsibility and tax awareness among students, contributing to a more compliant tax environment in the long run. Tax volunteers, equipped with comprehensive tax knowledge, play a crucial role in assisting taxpayers with various aspects of tax compliance, including completing tax returns, acquiring Electronic Filing Identification Numbers (EFINs), and navigating online tax filing systems (Hurwitz, 2024). Their assistance is particularly valuable for MSMEs, which often lack the resources and expertise to manage their tax obligations effectively. By providing clear and concise explanations of tax regulations, procedures, and online filing systems, tax volunteers empower MSMEs to fulfill their tax obligations accurately and on time, reducing the risk of errors, penalties, and potential audits.

The presence of tax volunteers can bridge the gap between taxpayers and tax authorities, providing personalized assistance and guidance that can lead to improved tax compliance (Siglé, 2024). Taxpayers often perceive tax authorities as distant and bureaucratic, leading to apprehension and a lack of trust. Tax volunteers, with their approachable demeanor and willingness to assist, can help to break down these barriers, fostering a more positive and collaborative relationship between taxpayers and tax authorities. By offering support and clarification on tax-related matters, tax volunteers can alleviate confusion and reduce the perceived burden of tax compliance, encouraging MSMEs to fulfill their tax obligations accurately and on time (Siglé, 2022). Tax compliance can be a daunting task, especially for MSMEs with limited resources and staff. Tax volunteers can help to simplify the process, providing step-by-step guidance and answering questions in a clear and understandable manner. This personalized assistance can reduce the perceived complexity of tax compliance, making it less burdensome and encouraging MSMEs to meet their tax obligations.

The findings of this study are consistent with previous research, which has shown that tax volunteers have a positive and significant impact on taxpayer compliance (Quick, 2024). This reinforces the notion that tax volunteer programs are an effective strategy for improving tax compliance rates,



particularly among MSMEs. By providing direct assistance and support to taxpayers, tax volunteers can enhance tax knowledge, reduce the perceived burden of tax compliance, and foster a more positive relationship between taxpayers and tax authorities. However, it is important to note that the moderating role of tax volunteers in e-filing implementation and taxpayer compliance may be negligible (Rahmi, 2022). This suggests that while tax volunteers can assist with e-filing procedures, their primary influence on taxpayer compliance may lie in their ability to enhance tax knowledge and understanding. In other words, tax volunteers may not directly influence taxpayers' adoption of e-filing systems, but they can significantly improve their understanding of tax regulations and their ability to comply with those regulations, regardless of the filing method used. This nuanced understanding of the role of tax volunteers is crucial for tax authorities in their efforts to improve tax compliance rates. While promoting e-filing systems is undoubtedly important, it should not overshadow the importance of investing in tax education and awareness programs, including tax volunteer programs. By empowering taxpayers with the knowledge and understanding they need to comply with tax regulations, tax authorities can create a more sustainable and equitable tax system.

The positive effect of socialization on taxpayer compliance highlights the importance of tax education and awareness programs in promoting a culture of compliance (Fahriyah, 2022). Tax socialization is a crucial tool for tax authorities to educate and inform taxpayers about their rights and obligations (Mogollon, 2021). It encompasses a range of activities, including tax education programs, public awareness campaigns, and the dissemination of tax information through various channels, such as brochures, websites, and social media. Effective tax socialization can enhance taxpayers' understanding of tax laws, promote awareness of the importance of tax compliance, and encourage voluntary compliance (DeBacker, 2024).

Effective tax socialization efforts can enhance taxpayers' understanding of tax regulations, procedures, and the benefits of tax compliance, leading to increased voluntary compliance and improved tax revenue collection (Chyz, 2021). By providing clear and concise information about tax laws and regulations, tax authorities can empower taxpayers to fulfill their tax obligations accurately and on time. This can help to reduce confusion, alleviate anxiety, and build trust between taxpayers and tax authorities.

Tax socialization can take various forms, including workshops, seminars, online resources, and community outreach programs (Aila et al., 2020). These initiatives can be tailored to the specific needs and characteristics of different taxpayer segments, such as MSMEs, large corporations, or individual taxpayers. By providing targeted information and support, tax authorities can ensure that taxpayers receive the guidance they need to comply with tax laws. By tailoring these initiatives to the specific needs and characteristics of MSME taxpayers, tax authorities can ensure that the information provided is relevant, accessible, and easily understood (Chen, 2023). For example, tax authorities can organize workshops and seminars specifically designed for MSME owners, covering topics such as tax registration, filing requirements, and common tax deductions. They can also develop online resources, such as e-learning modules and interactive tools, that provide step-by-step guidance on tax compliance procedures.

The findings of this study are consistent with previous research, which has shown that tax socialization has a positive and significant impact on taxpayer knowledge and compliance (Wibowo, 2022). This confirms that investing in tax socialization initiatives is a worthwhile endeavor for tax authorities, as it can lead to improved tax compliance rates and increased tax revenue collection. However, it is important to note that the effectiveness of tax



socialization may depend on various factors, including the quality and relevance of the information provided, the channels used for dissemination, and the target audience's receptiveness to tax education (Siglé, 2022). Tax authorities need to carefully consider these factors when designing and implementing tax socialization programs to ensure their effectiveness.

The quality and relevance of the information provided are crucial for effective tax socialization (Olusegun, 2021). The information should be accurate, up-to-date, and presented in a clear and concise manner. It should also be tailored to the specific needs and characteristics of the target audience, ensuring that it is relevant to their business operations and tax obligations. The channels used for dissemination also play a significant role in the effectiveness of tax socialization (Mehrabiyani, 2024). Tax authorities should utilize a variety of channels, including traditional media, such as newspapers and television, as well as online platforms, such as social media and email newsletters. The choice of channels should be guided by the target audience's media consumption habits and preferences.

The target audience's receptiveness to tax education is another important factor to consider (Siglé, 2024). Taxpayers' attitudes towards tax compliance, their level of trust in tax authorities, and their perceived complexity of tax laws can all influence their willingness to participate in tax education programs. Tax authorities need to address these factors to ensure that tax socialization efforts are well-received and effective. Tax socialization is a crucial tool for promoting tax compliance, particularly among MSMEs. By providing clear, relevant, and accessible tax information through various channels, tax authorities can enhance taxpayers' understanding of tax regulations, procedures, and the benefits of tax compliance. This can lead to increased voluntary compliance, improved tax revenue collection, and a more equitable and efficient tax system (Tsalavoutas, 2020). Tax authorities should continue to invest in and

enhance tax socialization efforts, tailoring initiatives to the specific needs and characteristics of different taxpayer segments. By fostering a culture of compliance through effective tax education and awareness programs, tax authorities can contribute to a more sustainable and equitable tax system that supports economic growth and development (Gadžo, 2022).

The positive effect of tax inclusion on taxpayer compliance underscores the importance of integrating tax education into the broader curriculum, starting from an early age (Rahmi, 2022). This proactive approach to tax education aims to cultivate a sense of tax awareness and responsibility among future generations, fostering a more compliant tax environment in the long term. By incorporating tax-related concepts and principles into various subjects and educational levels, tax inclusion initiatives can demystify taxation and equip individuals with the knowledge and skills necessary to fulfill their tax obligations confidently. By incorporating tax awareness resources throughout higher education institutions, tax inclusion initiatives can enhance comprehension of tax-related matters, which is essential for taxpayer compliance. Integrating tax education within the curriculum provides students with a structured and comprehensive understanding of tax laws, regulations, and procedures. This knowledge empowers them to navigate the tax system effectively, make informed financial decisions, and comply with their tax obligations accurately and responsibly.

Early exposure to tax concepts and principles can help instill a sense of responsibility and awareness among future taxpayers, contributing to a more compliant tax environment in the long run (Quick, 2024). When individuals are introduced to tax concepts early on, they are more likely to develop a positive attitude towards tax compliance and view it as a civic duty. This early foundation can shape their behavior and decision-making as future taxpayers,



fostering a culture of compliance and contributing to a more efficient and equitable tax system. Tax inclusion can also help to demystify tax laws and regulations, reducing the perceived complexity and burden of tax compliance. By presenting tax-related information in a clear, concise, and engaging manner, tax inclusion initiatives can dispel misconceptions and alleviate anxiety surrounding taxation. This can encourage taxpayers to seek information, understand their obligations, and comply with tax laws voluntarily.

The findings of this study are consistent with previous research, which has shown that tax inclusion has a positive and significant impact on taxpayer awareness, knowledge, and compliance (Jacob, 2024). This reinforces the notion that tax inclusion is a valuable investment in building a more compliant tax environment. By equipping individuals with the necessary knowledge and skills, tax inclusion initiatives can empower them to fulfill their tax obligations accurately and responsibly, contributing to a more efficient and equitable tax system. However, it is important to note that the effectiveness of tax inclusion may depend on various factors, including the quality and relevance of the tax education materials, the integration of tax concepts into various subjects, and the support provided to educators in delivering tax education effectively. To maximize the impact of tax inclusion, it is crucial to ensure that the educational materials are accurate, up-to-date, and tailored to the specific needs and characteristics of the target audience. The integration of tax concepts into various subjects should be seamless and relevant, ensuring that students can connect tax-related knowledge to real-world scenarios and applications.

The quality and relevance of tax education materials are paramount to the success of tax inclusion initiatives (Supriyadi, 2023). Materials should be accurate, up-to-date, and presented in a clear and concise manner, using language and examples that are easily understood by the target audience. The content should also be relevant to the

learners' needs and interests, connecting tax concepts to real-world scenarios and applications. The integration of tax concepts into various subjects can enhance the effectiveness of tax inclusion by demonstrating the relevance of taxation to different fields of study (Jacob, 2024). For instance, tax concepts can be incorporated into economics, accounting, business studies, and even social studies curricula. This interdisciplinary approach can provide students with a holistic understanding of taxation and its impact on various aspects of society. Educators play a crucial role in delivering tax education effectively (Gadžo, 2022). They need adequate support, including training, resources, and ongoing professional development, to confidently and competently teach tax-related concepts. Tax authorities can collaborate with educational institutions to provide training workshops, develop teaching materials, and offer ongoing support to educators, ensuring that they are well-equipped to deliver tax education effectively.

Tax education materials should be engaging and interactive, utilizing various formats, such as videos, simulations, and games, to capture students' attention and enhance their learning experience (Aila et al., 2020). These materials should be tailored to different age groups and learning styles, ensuring that they are accessible and appealing to all students. Tax authorities should collaborate with educational institutions to develop and implement tax inclusion initiatives, ensuring that tax education is seamlessly integrated into the curriculum (Chyz, 2021). This collaboration can involve curriculum development, teacher training, and the provision of resources and support to educational institutions. Tax authorities can organize tax awareness campaigns targeting students and young adults, utilizing various channels, such as social media, workshops, and competitions, to raise awareness about tax-related matters (Hurwitz, 2024). These campaigns can help to demystify taxation, promote the benefits of tax compliance, and



encourage voluntary compliance. Tax authorities can engage with parents and communities to promote tax awareness and encourage support for tax inclusion initiatives (Quick, 2024). This can involve organizing workshops for parents, providing information through community channels, and collaborating with community leaders to promote tax compliance. It is essential to regularly evaluate and improve tax inclusion initiatives to ensure their effectiveness and relevance (Rahmi, 2022). This can involve conducting surveys, focus groups, and assessments to gather feedback from students, educators, and other stakeholders. The feedback can then be used to refine tax education materials, improve teaching methods, and enhance the overall impact of tax inclusion initiatives.

5. Conclusion

This study investigated the impact of tax volunteers, socialization in taxes, and tax inclusion on taxpayer compliance. The involvement of tax volunteers positively contributes to taxpayer compliance by assisting with tax reporting and enhancing understanding of tax regulations. Increased assistance from tax volunteers correlates with heightened taxpayer compliance. Socialization positively influences taxpayer compliance by improving taxpayer knowledge and awareness of tax regulations, leading to better compliance behavior. Greater socialization enhances taxpayer knowledge and elevates compliance levels. Inclusion in the realm of taxes positively influences taxpayer compliance. Enhanced early community engagement correlates with increased adherence to tax duties among taxpayers. These findings highlight the importance of tax volunteers, socialization, and inclusion in promoting tax compliance. Tax authorities should invest in these strategies to foster a supportive and informed tax environment that encourages compliance, contributing to a more sustainable and equitable tax system.

6. References

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