

# ***The Effect of Technology and Spirituality Dimensions on Taxpayers' Compliance During COVID-19***

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## **ABSTRACT**

This study investigates the modernization effect of the tax administration system and the law of sowing and reaping on taxpayer compliance during the COVID-19 pandemic. This study used data derived from distributing questionnaires to 100 taxpayers that have businesses located in Indonesia and embrace Christianity and Catholicism. This study used Structural Equation Modelling-Partial Least Square (SEM-PLS) for data processing. The results of this study prove that the tax administration system modernization and the law of sowing and reaping have a positive and significant impact on tax compliance during the COVID-19 pandemic.

**Keywords:** *COVID-19, Modernization, Tax administration system, Tax compliance, The law of sowing and reaping*

## **1. INTRODUCTION**

Most of the state revenue is derived from taxes. According to data from the Ministry of Finance, the realization of state revenue in 2019 was IDR 1,957.2 trillion, of which IDR 1,545.3 trillion came from tax revenue. However, the COVID-19 pandemic caused the country's economy to experience depression, which finally resulted in a decrease in state revenue from the tax sector. Tax revenue until the end of April 2020 has only been realized by 30% of the 2020 State Budget target which has been amended in Presidential Decree No. 54/2020 [1]. Tax revenue in the 1st and 2nd quarters of 2020 has decreased compared to previous periods. One of the reasons for decreased tax revenue was the provision of tax incentives during the COVID-19 pandemic. The provision of these incentives is in accordance with the Regular end tax function, that such taxes may be used to regulate the economic and social conditions of people whose conditions have worsened during the COVID-19 pandemic. Otherwise, for the Budgeter tax function, which is taxes as a source put in money into the state treasury, one way that may be taken by the government is to increase taxpayer compliance in its tax obligations. Therefore, taxpayer compliance is an important factor to realize tax revenue targets [2].

Reference [3] states that tax compliance is an obedience to perform taxation provisions or regulations

that are obliged or required to be implemented. Tax compliance generally refers to the extent to which individuals or organizations comply with tax laws and regulations [4]. Taxpayer compliance is affected by two types of factors, internal and external factors. Internal factors are factors that come from the taxpayer himself, while external factors are factors that come from outside the taxpayer, such as the situation and environment around the taxpayer [5].

Internal factors that encourage taxpayers to comply come from the behaviour and habits of taxpayers that are triggered from their spiritual beliefs. Spirituality is very personal to each person, and therefore, its effect on obedient behaviour depends on the level of religious commitment or the importance of religion in their life [6]. A taxpayer that upholds spiritual values in himself, will perform his tax obligations in accordance with applicable regulations [7]. However, the COVID-19 pandemic caused many parties to experience financial problems. Many parties have lost their income, as the result they shall be more careful in spending money, including the payment of tax bills. By acknowledging the presence or absence of a spiritual factor in predicting taxpayer compliance will be useful in understanding whether taxpayers really use their conscience when performing their tax obligations [7].

In Christianity, there is a teaching called the Law of Sowing and Reaping. The Law of Sowing Reaping

teaches that everything we carry out has an effect (cause-effect) [8]. This teaching of the Law of Sowing and Reaping is also sometimes referred to as the Law of Karma. If we sow good things, then good things will happen to us, and vice versa. In this study, it will be tested whether the spirituality of the Sowing and Reaping Law still has an influence on tax compliance during the COVID-19 pandemic.

In addition, there are many external factors that may affect tax compliance, one of them is the quality of tax services. A taxpayer who is satisfied with the services provided tends to perform his tax obligations in accordance with applicable rules and regulations [9]. However, the tax service is slightly constrained due to the emergence of the COVID-19 pandemic. In order to prevent the spread of COVID-19, the Directorate General of Taxes (DJP) of the Ministry of Finance decided to temporarily close the Tax Service Offices (KPP) throughout Indonesia [10]. Pursuant to SE-26/PJ/2020, tax services that have direct contact with taxpayers are temporarily eliminated and tax administration services for taxpayers are implemented through optimization of available electronic facilities. This means that all activities in fulfilling tax obligations such as submitting Tax Returns, applying for a new Taxpayer Identification Number, activating EFIN, and others are done online.

Tax modernization is a tax reform program that is designed and implemented consistently and comprehensively [11]. Further modernization is marked by the application of new information technology in taxation services in the form of online payments, e-SPT, e-filing, e-registration, and DGT information systems [12]. The tax administration system modernization has been started for a long time, for example e-filing has existed since 2014, e-registration since 2013, etc. However, taxpayers are not required to use the online administration system and may still come to the Tax Service Office (KPP) to fulfil their tax obligations. This study aims to determine whether the all-online tax service due to the COVID-19 pandemic has an influence on taxpayer compliance.

## **2. LITERATURE REVIEW**

### ***2.1. Modernization of Tax Administration System and Tax Compliance***

The taxation system modernization is a tax reform program designed and implemented consistently and comprehensively and is expected to provide convenience and comfort for taxpayers as an effort to manifest a sense of justice for taxpayers that has an impact on increasing tax compliance [11]. The modern tax administration system adapts technological advances to e-system-based services, such as e-SPT, e-Filing, e-Billing, e-Invoice, and others which are expected to

make the control mechanism more effective [13]. In this digital era, using manual method in tax administration is no longer relevant to obtain optimal results [14]. This tax modernization is expected to facilitate taxpayers in fulfilling their tax obligations.

The Directorate General of Taxes (DGT) implemented tax reform for the first time in 1983 and continues to implement tax reforms until today. Tax reform is implemented by the Directorate General of Taxes as a form of improving the quality of tax services to taxpayers, one of that is the development of tax payable reporting using modern tax administration [15]. One form of tax reform is the modernization of tax service administration by information and communication technology utilization. The DGT efforts to modernize the tax system have been carried out since 2005. The DGT partners with several private companies which are known as Application Service Providers (ASP) to provide services and technology for online tax filing or e-filing. The purpose of e-filing is to improve services by facilitating electronic Tax Return reporting to taxpayers without having to queue at Tax Service Offices (KPP) and accelerate the transaction process since the data is sent directly to the Directorate General of Taxes database [14]. However, the response from taxpayers is not quite good. They prefer to come to KPP to perform their tax obligations. Perhaps this case happened because they still did not understand how to use it and felt more comfortable if it was done directly at the KPP. Individuals who do not recognize and understand the level of technology readiness have a lower intention to use technology-based products and services [14].

The modernization of tax administration system in Indonesia is an interesting topic to talk about since our administrative system is still developing every day and many updates are being made to ensure user comfort. For example, the *e-Bupot* application, which has been introduced gradually since 2018, is finally supposed to be used commencing 1st August 2020 for Taxable Employers who have transactions related to Income Tax 23/26. The *e-Bupot* application is more user friendly, is able to send proof of withhold directly to the transaction partner, does not require a wet signature, storage of proof of withhold documents and proof of reports stored directly with cloud technology at PJAP and DGT, as well as available data for the needs of recapitulation and reconciliation of tax invoices. Then, the *e-Faktur 2.2* application has just been switched to *e-Faktur 3.0* as of 1st October 2020 with several updates. The updates include the creation of a tax invoice and reporting periodic Tax Return of VAT in this one application only and reporting it via e-filing is no longer needed.

Several studies related to the tax administration system modernization in Indonesia have been conducted. Reference [14] In the results of research

conducted state that the modernization of taxation services has a positive effect on individual taxpayer compliance. Reference [11] states that the ease of tax administration may encourage taxpayers to be more obedient. Reference [12] stated that the implementation of the tax administration system modernization has a positive and significant impact on the compliance of individual taxpayers and corporate taxpayers. A difficult, ineffective, and inefficient administrative process is one of the causes that taxpayer compliance is lacking [14].

Prior to the COVID-19 pandemic spread out, taxpayers had the option to perform their tax obligations offline, by coming to the Tax Service Offices and also online (e-filing, e-billing, etc.). However, since the emergence of the COVID-19 pandemic, the Directorate General of Taxes (DGT) has decided to temporarily close Tax Service Offices (KPP) throughout Indonesia [10]. This means that taxpayers shall perform all their tax obligations online only, and cannot do it offline. The convenience of accessing tax information and services online via the DGT website, as well as the implementation of tax reports that are simpler and may be done anywhere, should be able to bring the public closer to their tax obligations. Due to the convenience of the online tax administration system, the modernization of the system may have a positive impact on tax compliance during the COVID-19 pandemic.

H1. The Modernization of Tax Administration System had a positive and significant impact on taxpayers' compliance during the COVID-19 pandemic.

## **2.2. Sowing and Reaping Law and Tax Compliance**

Reference [16] states that spirituality and religiosity are the extent to which a person adheres to the values of his beliefs and practices them in everyday life. The belief in spirituality is a foundation for human behaviour and attitudes in everyday life [17]. People who uphold spiritual values in their life are liable to conduct good things by obeying these values, as well as obeying to pay taxes [18]. In study conducted by [19] and [6], spiritual values are considered to positively motivate taxpayers to voluntarily comply with tax laws.

Spirituality has not been widely used in research on tax compliance. In fact, spirituality is the basis for actions taken by humans. In addition, Indonesia is also a religious country, as evidenced by the first principle of Pancasila (Five Pillars), which reads "The One Almighty God". Based on previous study conducted by [7],[6],[20],[21], and [22], it is stated that taxpayer spirituality has a positive and significant effect on tax compliance. Spirituality has an important role in making taxpayers responsible for their tax obligations. Reference [23] in his/her study also stated that

companies located in areas with strong religious and spiritual teachings would have better tax compliance. Nevertheless, in accordance with the study [19] and [24], spirituality does not have a role in increasing tax compliance.

In Christianity, we are taught about the Sowing and Reaping Law which is written in Galatians 6:7 which reads "...For what a man sows, he will also reap." It is also written in Proverbs 11:18 which reads "The wicked worketh a deceitful work: but to him that soweth righteousness shall be a sure reward," in Matthew 7:12 which reads "Therefore all things whatsoever ye would that men should do to you, do ye even so to them: for this is the law and the prophets," and in 2 Corinthians 9:6 which reads "...He which soweth sparingly shall reap also sparingly; and he which soweth bountifully shall reap also bountifully." This concept may be interpreted that each of our actions has consequences that we will face in the future. If we do good things, the results will also be good. Yet if we do bad things, the results will be bad too. The Sowing and Reaping Law has similarities with the Law of Karma. In the context of taxation, the obligations and philosophies contained in religious and spiritual values cause people afraid to make mistakes, fraud, and deviate from religious norms. They are afraid the impact of bad conduct will return on themselves [25].

The belief in the Sowing and Reaping Law which may have an effect on tax compliance is appointed as one of the variables in this study since this law is persistently upheld by Christians and Catholics. Moreover, the Sowing and Reaping Law also has an essence that is almost similar to the Law of Karma which is held by non-Christian and Catholic communities. People who uphold the Sowing and Reaping Law will do good conduct and comply with the rules of taxation, with the hope that good things will also return to him. If a person, who complies with the Law of the Sowing of Reaping, commits non-compliance with taxes, such as intentionally not doing tax calculations and other tax crimes, then according to the belief of Sow-Reap, bad things will happen to the person for his bad conducts. People who uphold such law should not waver in their belief, even though they are in inconvenient times, particularly during the COVID-19 pandemic. Based on study from [26], the higher a person's level of religiosity, the better he is in dealing with stressful conditions during difficult times. Therefore, for people who uphold the value of spirituality, especially the Sowing and Reaping Law, tax compliance should not be a problem in this difficult time due to COVID-19. The Sowing and Reaping Law still has a positive effect on taxpayers' compliance during the COVID-19 pandemic: H2. The Sowing and Reaping Law has a positive and significant effect on taxpayers' compliance during the COVID-19 pandemic.

### 3. METHOD

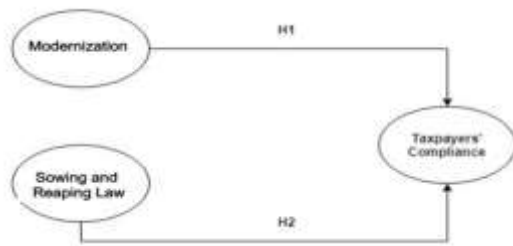


Figure 1 Research Model

#### 3.1. Research Model

Based on the explanation above, the research model can be described as figure 1.

#### 3.2. Sample

Respondents who are used as samples in this study are respondents that conduct their own business and who adhere to Christianity/Catholicism. The questionnaire was distributed to 120 respondents, of which 100 respondents had filled out the questionnaire and became the sample of this study.

#### 3.3. Questionnaire and Measurement

The data collection technique is done by distributing questionnaires directly to the respondents who are the sample. Questionnaires were distributed using Google-Form in August 2020. This questionnaire consists of 4 sections. The first section contains demographic information on respondents consisting of gender, religion, age, latest education, having a TIN since what year, city of domicile of the business, field of business, and turnover during the year. The second section consists of 7 statements related to technology (tax modernization). The third section deals with spirituality (the law of sowing and reaping) which contains 7 statements. And the last section is related to taxpayer compliance which consists of 7 statements. The questionnaire uses a Likert scale (1-5) with five answer categories, Strongly Agree (1), Agree (2), Neutral (3), Disagree (4), and Strongly Disagree (5). Data analysis using the Structural Equation Model (SEM) applying the SmartPLS 3 application.

### 4. RESULTS AND DISCUSSION

This study conducted a survey by distributing online questionnaires in August 2020, shown in table 1. Respondents who filled out questionnaires and were suitable for data processing were 100 people, consisting of 82 men and 18 women.

Respondents in this study are taxpayers who conduct a business and are Christian/Catholic. Complete characteristics of respondents can be seen in Table 2.

Table 1. Distribution of the Questionnaires

Information	Total
Distribution of questionnaires using Google Form	120
Questionnaire accepted	108
Not suitable for data processing	8
Data that can be used for research	100

Table 2. Respondents' Identity

Type Of Category	Information	Total	Percent (%)
<b>Gender</b>	Male	82	82
	Female	18	18
<b>Religion</b>	Christian	68	68
	Catholic	32	32
<b>Age</b>	18-24 years old	10	10
	25-34 years old	11	11
	35-44 years old	10	10
	45-54 years old	39	39
	55-64 years old	28	28
	>65 years old	2	2
<b>City of Business Domicile</b>	Surabaya	56	56
	Jakarta	1	1
	Banjarmasin	4	4
	Makassar	2	2
	Denpasar	1	1
	Samarinda	2	2
	Sidoarjo	7	7
	Others	27	27
<b>Business Field</b>	Retail	27	27
	Textiles	6	6
	Food & Beverages	9	9
	Others	58	58
<b>Gross Income</b>	> 4.800.000.000	27	27
	< 4.800.000.000	73	73
<b>Last Education</b>	SHS	33	33
	Diploma	7	7
	Undergraduate	52	52
	Post Graduate	8	8

**Table 3.** Descriptive Statistics

Table Head	Table Column Head		
	M	HTT	TC
Mean	20,3	19,58	16,92
Median	20	20	17
Std. Deviation	3,23	3,89	2,28
Minimum	5	9	11
Maximum	25	25	20

M: Modernization, HTT: Sowing and Reaping Law, TC: Taxpayers' Compliance

Table 3 consists of the mean, median, standard deviation, minimum and maximum values for each variable. The mean value of each variable shows the effect of the independent variable on the dependent variable. The higher the average value of a variable, the stronger the impact of the independent variable on the dependent variable [27]. In table 3, it can be seen that the average value of the Modernization variable is 20.3 and the Sowing and Reaping Law variable is 19.58.

The data that has been collected was then tested by using SmartPLS 3 application. The data will pass a test through Outer Model and Inner Model. The Outer Model will conduct validity and reliability tests. The validity test used to test the research instrument tools accuracy, while the reliability test is used to test the measuring instrument consistency.

To measure the validity of questionnaire questions, the testing is done in two stages, namely Convergent Validity and Discriminant Validity. The Convergent Validity has two tests namely Loading Factor and Average Variance Extracted (AVE). While, the Discriminant Validity has three tests, namely Fornelli Larker, Cross Loading, and *Heterotrait-Monotrait* Ratio of Correlations.

**4.1. Outer Model**

**4.1.1. Validity Test**

**4.1.1.1. Convergent Validity Test**

The first test is Loading Factor, it is a value produced by each indicator to measure the variable, has a value limit of 0.7 to determine whether the indicator is valid or not. Table 4 shows the outer Loadings test results around 0.707 to 0.866.

**Table 4.** Convergent Validity Test Results

Variable	Indicator	Outer Loadings	AVE	Conclusion
Modernization (X1)	M3	0.734	0.565	Valid
	M4	0.707		Valid
	M5	0.737		Valid
	M6	0.803		Valid
	M7	0.774		Valid
Sowing and Reaping Law (X2)	HTT1	0.866	0.695	Valid
	HTT2	0.828		Valid
	HTT3	0.838		Valid
	HTT5	0.834		Valid
	HTT6	0.8		Valid
Tax Compliance (Y)	TC1	0.789	0.577	Valid
	TC3	0.772		Valid
	TC4	0.763		Valid
	TC7	0.713		Valid

This result shows that each question meets the Outer Loadings test with score > 0.7. Then, the second test is Average Variance Extracted, has the value limit as 0.5 to determine whether the indicator is valid or not. From the results from Table 4, it is shown that AVE for each variable has a value starting from 0.565, 0.695, and 0.577, so that it is concluded that each indicator has been valid, because it meets the requirements of AVE > 0.5.

**4.1.1.2. Discriminant Validity Test**

From the testing by using Fornell Larcker Criterion shown in table 5, it is found the value listed diagonally, which is square root of latent variable AVE. The AVE square root value is bigger than other values found in Table 5, so that can be indicated that the indicators have met the Fornell Larcker test and are considered as valid.

**Table 5.** Fornell Larcker Criterion

	X1	X2	Y	Conclusion
X1	<b>0.752</b>			Valid
X2	0.469	<b>0.833</b>		Valid
Y	0.588	0.573	<b>0.760</b>	Valid

X1: Modernization, X2: Sowing and Reaping Law, Y: Taxpayers' Compliance

**Table 6.** Cross Loading Results

Variable Indicator	X1 (M)	X2 (HTT)	Y (TC)	Conclusion
M3	<b>0.734</b>	0.234	0.483	Valid
M4	<b>0.707</b>	0.458	0.404	Valid
M5	<b>0.737</b>	0.382	0.366	Valid

M6	<b>0.803</b>	0.372	0.452	Valid
M7	<b>0.774</b>	0.346	0.484	Valid
HTT1	0.366	<b>0.866</b>	0.491	Valid
HTT2	0.362	<b>0.828</b>	0.387	Valid
HTT3	0.365	<b>0.838</b>	0.474	Valid
HTT5	0.437	<b>0.834</b>	0.552	Valid
HTT6	0.416	<b>0.8</b>	0.453	Valid
TC1	0.449	0.361	<b>0.789</b>	Valid
TC3	0.451	0.48	<b>0.772</b>	Valid
TC4	0.341	0.456	<b>0.763</b>	Valid
TC7	0.524	0.432	<b>0.713</b>	Valid

M: Modernization, HTT: Sowing and Reaping Law, TC: Taxpayers' Compliance

**Table 7.** Heterotrait-Monotrait Ratio Of Correlations

	X1	X2	Y	Conclusion
X1				Valid
X2	<b>0.559</b>			Valid
Y	<b>0.735</b>	<b>0.684</b>		Valid

X1: Modernization, X2: Sowing and Reaping Law, Y: Taxpayers' Compliance

From the Cross Loading testing listed in table 6, it shows that the variable indicators have cross loading value in each latent variable which is bigger than cross loading value with other latent variables, both horizontally and vertically. Therefore, it can be concluded that each indicator has been valid.

Based on the HTMT test results as listed in Table 7, it can be seen that between the latent variables have low correlation one another, with value less than 1, so that this test results is valid.

Next is conducted reliability text. The reliability test is done through two tests, namely Composite Reliability and Cronbach's Alpha.

**4.1.2. Reliability Test**

**Table 8.** Reliability Test Results

	Cronbach's Alpha	Composite Reliability	Conclusion
X1	0.808	0.866	Reliable
X2	0.890	0.919	Reliable
Y	0.757	0.845	Reliable

X1: Modernization, X2: Sowing and Reaping Law, Y: Taxpayers' Compliance

**Table 9.** Predictive Relevant Results

	SSO	SSE	Q <sup>2</sup> =(1-SSE/SSO)
X1	500000	500000	
X2	500000	500000	
Y	400000	303998	<b>0.240</b>

X1: Modernization, X2: Sowing and Reaping Law, Y: Taxpayers' Compliance

Based on the reliability test results as listed in table 8, it is written that Cronbach's Alpha value and Composite Reliability is more than 0.7, so that all latent variables have met the reliability test criteria.

**4.2. Inner Model**

**4.2.1. Predictive Relevant**

Predictive Relevance is the value used to determine how good the observed observation value is. If Q2 score is above 0, then the variable is considered to have good observation value. From the test results as listed in table 9, then the variable has met the predictive relevance criteria, so that the observation value has been good.

**4.2.2. Model Fit**

**Table 10.** Model Fit Results

	Saturated Model	Estimated Model
SRMR	0.088	0.088
d_ULS	0.808	0.808
d_G	0.325	0.325
Chi-Square	180.742	180.742
NFI	0.748	0.748

**Table 11.** R-Square Results

	R Square	R Square Adjusted
Y	0.459	0.448

**Table 12.** Hypothesis Testing Results

Relation Between Variables	Path Coefficient	P Values	Conclusion
X1 (M) → Y (TC)	0.41	0.000	Highly Significant
X2 (HTT) → Y (TC)	0.38	0.000	Highly Significant

X1: Modernization, X2: Sowing and Reaping Law, Y: Taxpayers' Compliance

The Model Fit test is how good the model used for the research. Based on the Model Fit test results in table 10, can be seen from NFI as 0.748, can be meant that the model used in this research has been 74.8% fit or match to be used for the research.

**4.2.3. R-Square**

The results from R-square show in table 11 is 0.459 or 45.9% which means the Taxpayers' Compliance variable (Y) is affected by Modernization variable (X1) and Sowing and Reaping Law variable (X2) as 45.9% and affected by other variables which are not exist in the research as 54.1%.

**4.2.4. Hypothesis Testing**

The results from hypothesis testing in Table 12 show that H1 is supported. The taxes administration system modernization positively affects and is significant to the Taxpayer's Compliance during COVID-19 pandemic, where Path Coefficient is 0.41 and P Values is 0.000. The modernization affects the Taxpayers' Compliance during COVID-19 pandemic as 41% and positively affects because this testing results is in the interval of 0-1. P Values under 0.001 means that the variable impact is significant. This research proves that with the technology improvement especially technology administration system modernization can encourage the taxpayer to be more obedient.

This testing also supports H2 that Sowing and Reaping Law positively affects and is significant to the Taxpayers' Compliance during COVID-19. The Path Coefficient is 0.38 which means that the Sowing and Reaping Law has an impact as 38% to the Taxpayer's Compliance and P Values 0.000 (<0.001) means that the variable impact is significant.

**4.2.5. T-Statistics**

**Table 13.** T-Statistics (Bootstrapping) Results

	T-statistics
X1 (M) -> Y (TC)	4.659
X2 (HTT) -> Y (TC)	4.314

X1: Modernization, X2: Sowing and Reaping Law, Y: Taxpayers' Compliance

This T-statistics is to see whether the independent variables (X1 and X2) significantly affect the dependent variable (Y). for the data amount as 100, then the significance standard is 1.984. The results from testing impacting the variable X2 against Y is 4.659 (> 1.984)

which means that modernization variable significantly impacts to the Taxpayers' Compliance during COVID-19 pandemic, then the test of variable X2 to Y impact have the result as 4.314 (> 1.984) which means that the Sowing and Reaping Law variable affects the Taxpayers' Compliance significantly during COVID-19 pandemic.

H1 states that The Modernization of Tax Administration System has a positive and significant effect on taxpayers' compliance during COVID-19 Pandemic. This hypothesis is supported by the results of statistical tests stated in Table 12 and 13 through Path Coefficient of 0.41, P Values of 0.000, and T Statistics of 4.659. These results show that Modernization of Tax Administration is able to encourage taxpayers to fulfill their tax responsibility. Aligned with our study, a previous research conducted by [12], where modernization of the tax administration system has a positive and significant effect on taxpayers' compliance. Another research conducted by [11] shows that the ease of tax administration encourages taxpayers to be more obedient. Therefore, the easier it is for taxpayers to carry out their tax obligations, the more likely they are willing to comply.

H2 states that The Sowing and Reaping Law has a positive and significant effect on taxpayers' compliance during the COVID-19 pandemic. The results of statistical tests listed in tables 12 and 13 support the H2 statement, namely the P-Values of 0.000, the Path Coefficient of 0.38, and the T-Statistics of 4.314. This study proves that The Sowing and Reaping Law can improve taxpayers' compliance. This is also supported by research conducted by [6], where the higher a person's level of religiosity or spirituality, the higher he tries to fulfill his tax obligations. In addition, this research is also supported by [25], where the law of karma, as well as The Sowing and Reaping Law, can prevent negligence in fulfilling tax obligations. The Proverbs 22:8 also stated, "He that soweth iniquity shall reap vanity: and the rod of his anger shall fail," where in the context of taxation, people who are negligent or cheating on their tax obligations will again receive bad things in themselves.

**5. CONCLUSION**

This research investigates the impact of taxes system modernization and sowing and reaping law spirituality to the taxpayer's compliance in Indonesia during COVID-19 pandemic. Based on the research results based on the statistics test that has been conducted, it is proven that modernization of the tax administration system has positive and significance impact on Taxpayer's Compliance. It means that the tax administration system modernization through many kinds of online platforms give easiness to the taxpayer in performing their taxation obligations during COVID-

19 pandemic, so it can improve tax compliance. It also means that online taxes administration system modernization has been sufficient and equal to the offline taxes administration service.

Furthermore, the research results also show that the sowing and reaping law has positive and significant impact to the taxpayer compliance in Indonesia during COVID-19 pandemic. The spirituality and trust to the sowing and reaping law, or can also be called as law of karma, has enough impact in taxation obligation fulfilment in this difficult time. Even though in COVID-19 pandemic period many suffer the difficulty, both physical and spiritual, this spirituality is still being held by the taxpayer to always meet their obligation to the nation. Thus, this research concludes that modernization and sowing and reaping law have impact on tax compliance during COVID-19 pandemic. This research is expected to become reference for the researchers to analyse about tax compliance in Indonesia, especially at the difficult times as COVID-19 pandemic, recession and others

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