

AN ANALYSIS OF CORPORATE TAXPAYERS' PERCEPTION OF COVID-19 TAX INCENTIVES

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ARTICLE INFO	ABSTRACT
<p>Published: May 25th, 2023</p> <p>Keywords: perceptions of taxpayers, Covid-19, tax incentives, DGT East and North Kalimantan</p>	<p><i>Covid-19 has decreased the level of consumption or people's purchasing power and various domestic industrial sectors have been affected. The difficulties that occurred in these various sectors then encouraged the government to carry out economic recovery by implementing various policies, both fiscal, monetary and financial policies. One of the fiscal policies pursued is through statutory regulatory instruments through the Minister of Finance Regulation. The research was conducted at the East and North Kalimantan Regional Offices of the Directorate General of Taxes, specifically in KPP Pratama Samarinda Ilir, KPP Pratama Samarinda Ulu, and KPP Pratama Tenggarong. Researchers took three general answers from the answers of all respondents. The respondents' answers illustrate that the socialization related to tax incentives is not well known by taxpayers. Many taxpayers tend to think that this socialization is not important, so they do not follow it. There are those who also think that it does not really help them in administration. Information related to tax incentives is not fully known by taxpayers and the lack of tax information obtained. The quality of service received by taxpayers is classified as satisfactory and good and simple. Taxpayer behavior is still not supportive as can be seen from the low level of awareness. Taxation socialization has been carried out by the DGT, but the level of participation of taxpayers in this socialization is still low. Tax incentives for the Covid-19 pandemic have been underutilized, due to the opinion of taxpayers that the amount of incentives received is too small.</i></p>

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INTRODUCTION

Covid-19 has caused a decrease in the level of consumption or purchasing power of the community and even various domestic industrial sectors have been affected by the Covid-19 pandemic (Bayu, 2020). The difficulties that occurred in various sectors then encouraged the government to carry out economic recovery by implementing various policies both fiscal, monetary and financial policies (Gourinchas, 2020). One of the fiscal policies pursued is through statutory instruments through the Minister of Finance Regulation (Kartiko, 2020).

The government provides policies by channeling a number of APBN and APBD funds to overcome the problem of handling the Covid-19 virus both in terms of health, social, education to the economy. The government seeks to boost the economy through various productive activities carried out online. The solution to maintain business continuity and the national economy is for the government to provide socio-economic policy programs, including incentive policies and tax facilities that can be utilized by taxpayers (Kumala & Junaidi, 2020).

Tax policy regulated in PMK No. 44/PMK.03/2020 concerning Tax Incentives for Taxpayers affected by the Covid-19 Pandemic provides several tax incentives, including article 21 income

tax borne by the government (DTP) for workers with a gross income of no more than Rp. 200,000,000 / year, Final Income Tax for MSMEs DTP, exemption from Article 22 Import Income Tax, reduction of Article 25 Income Tax installments by 30% and accelerated Value Added Tax (VAT) restitution. PMK Number 28/PMK.03/2020 concerning the Provision of Facilities for Goods and Services needed in the context of handling the Covid-19 Pandemic with eight incentives within a period of six months from April 2020 to September 2020 (Kumala & Junaidi, 2020).

According to Perpu 1 of 2020 which was approved by the House of Representatives into Law No. 2 of 2020, there are three important tax policies for the public to utilize, namely adjusting the rate of Income Tax for domestic taxpayers in the form of permanent businesses, tax treatment in trading activities through electronic systems and extending the time for implementing rights and fulfilling tax obligations (Bayu, 2020).

Incentives according to Tierya and Yuyetta (2012) are essentially stimulators given to employees with the aim of wanting to do more than or in accordance with the established standards. According to Widyawanti and Muid (2014) the components in tax incentives consist of four things, namely: exemption from taxation, reduction of tax imposition basis (DPP), reduction of tax rate (tax rate), and finally tax deferral. Various types of tax incentives provided by the government have an impact on tax revenue in 2020, especially Value Added Tax. This is because tax incentives are a stimulus from the government to increase people's purchasing power or consumption which has an impact on the object of VAT imposition. The growth in VAT receipts illustrates people's purchasing power (Indahsari & Fitriandi, 2021). This shows that tax incentives have an influence on increasing VAT revenue.

A significant increase in VAT revenue as a potential requires tax socialization and assistance carried out by several parties, especially the government (Resmi & Barmawi, 2021). The reality of this policy turns out that not all taxpayers understand, know and even take advantage of it, so there is a need for socialization related to how to take advantage of this tax incentive opportunity (Agustina et al., 2021). The tax is essentially coercive for state revenue in financing various state expenditures in order to save the country's economy as a regulator to achieve certain government goals (Pendit et al., 2021).

National tax reform policies that have been well designed by the Government can basically contribute to supporting national financing through reform of modern tax regulations and administration with policies in tax practice that combine tax functions that synergize well with each other. Through the study of the urgency of taxes as an instrument of fiscal policy, it is hoped that it can be a learning material for making policies for the Government as the party with authority in anticipating the possibility of an economic crisis as a result of the impact of the Covid-19 Pandemic.

The implementation of tax incentives can provide stimulus to improve tax compliance of taxpayers. Research conducted by Putri (2020) shows that providing tax incentives for MSME actors (PP 23 of 2018), namely the implementation of a lower final tax rate can improve WP tax compliance in Malang City. Another study by Kusumawati (2019), shows the same thing, namely the difference in WP compliance before and after the provision of tax incentives in the form of

reduced rates for MSME WPs. In line with the results of research conducted by Gazali et al (2018), the number of taxpayers in South Sulawesi who pay their motor vehicle tax after the implementation of tax incentives in the form of administrative fine exemptions is far more than before the incentives. Dewi et al. (2020) conducted a similar study for the provision of tax incentives for MSME taxpayers in PP 46 of 2013, namely the final tax rate of 1%, and showed the same result, namely increased WP compliance in the period after the provision of tax incentives.

The tax incentives provided are responded differently by each taxpayer. According to information found at the research location that this incentive does not always have an impact on taxpayers. In Samarinda specifically, taxpayers tend to assume that this incentive is small in number and this is the reason for the non-use of this incentive. This different response from Taxpayers is the main attraction to examine Taxpayers' perceptions of tax incentives provided during the Pandemic. Then it can be studied what the response of different taxpayers to this tax incentive is. With the research related to taxpayer perceptions in responding to tax incentives affected by Covid-19, it has become a separate study after the pandemic in order to provide a more adequate evaluation as a form of preventive response in the future. This research is also relevant to previous research which stated that with tax incentives there are various perceptions to different responses from each taxpayer.

The Tax Service Office is one of the government institutions that has the main task and runs tax affairs. The number of DGT-registered Corporate Taxpayers in 2021 was 3,941,523 with a compliance ratio for Corporate Taxpayers of 61.27%. The Directorate General of Taxes (DJP) of East and North Kalimantan is the DGT Regional Office that has a history of good achievements in tax revenue. This central tax revenue is in coordination with the DGT Regional Office of East Kalimantan and North Kalimantan. This development is also from the side of Corporate Taxpayers at the DGT Regional Office in East Kalimantan and North Kalimantan. The level of taxpayer awareness still needs to be improved, this was conveyed by the Head of Service Counseling and Public Relations of the Regional Office of DJP Kaltimra on the official website of the Audit Board of East Kalimantan Provincial Representative (BPK RI Kaltim, 2021). This increase needs to be done considering the low understanding of taxpayers. DGT Kaltimra Regional Office continues to approach taxpayers. The public, especially taxpayers, must be educated to grow tax awareness. The form of taxpayer compliance will also be reflected by the use of tax incentives provided for those affected by Covid-19. The government hopes that many Corporate Taxpayers will participate in the utilization of this tax incentive. The facts on the ground turn out that only a small percentage of Corporate Taxpayers participate in the utilization of this tax incentive. Therefore, researchers are interested in researching the perception of corporate taxpayers on tax incentives provided for those affected by Covid-19.

Tax compliance itself consists of compliance to register as a WP (*Wajib Pajak*), compliance to submit or pay taxes, and compliance to report Tax Returns (SPT). This study wants to find out whether the provision of tax incentives during the Covid-19 pandemic is an effective step in improving taxpayer tax compliance, specifically to know and describe the perception of taxpayers regarding the Covid-19 Pandemic tax incentives for taxpayers registered in 3 KPPs under the

vertical units of the DGT Regional Office in East and North Kalimantan. In this study, it is intended that the response of corporate taxpayers with tax incentives for those affected by the Covid-19 pandemic. The phenomenon of low utilization of tax incentives is very interesting to be examined again considering that the incentives provided are one of the rights of taxpayers who aim to be able to help corporate taxpayers.

METHOD

This research uses qualitative methods with a descriptive approach related to the description of taxpayers' perceptions regarding tax incentives, especially on taxes according to PMK No. 44/PMK.03/2020 Covid-19 pandemic on taxpayers registered at 3 KPP Regional Offices of DJP East and North Kalimantan. The method used to analyze the perception of corporate taxpayers in 3 KPP Regional Offices of DGT East and North Kalimantan is with a descriptive exploratory approach.

The qualitative approach to this research was carried out by taking primary data directly from the object of research to conduct interviews with a semi-structured interview system (Sugiyono, 2019). This interview was conducted on Corporate Taxpayers at 3 KPP Regional Offices of DJP East and North Kalimantan. The information obtained is then described in the results of research and research discussion. The data and document files needed in this study are in the form of profiles of 3 KPP Regional Offices of DGT East Kalimantan and North Kalimantan. In addition, researchers also collect data by observation process and literature study.

In this study, researchers used the Miles and Huberman versions, where there are 3 (three) stages to be carried out, namely data reduction, data presentation, then the verification process and drawing conclusions.

RESULT AND DISCUSSION

Knowledge of Covid-19 Tax Incentive Information

The first and important concept related to taxes is related to taxpayer knowledge of the tax incentives provided.

- 1) *"Actually, for the tax incentives themselves, we are late in obtaining information, but to obtain it also requires a process,"* said ZN.
- 2) *"Many of us already know, it's just that we are still considering it first, because it must be a bit complicated,"* said DS.
- 3) *"Yes, the information we know, it just seems unclear, so it's too late for us to process,"* AB said.

Respondents' answers to other questions in this interview instrument, namely Low-risk taxpayers, are outlined below.

- 1) *"Regarding low-risk taxpayers, we only found out after this incentive information was available, it was too late,"* said ZN.
- 2) *"Here it is, the assumption that the management is complicated, so we are not very enthusiastic about this incentive,"* said DS.

3) *"Yes, so of course this requirement is also a factor that is considered,"* said AB.

Researchers took three general answers from the answers of all respondents. In general, respondents' answers illustrate that information related to the existence of tax incentives is not known by all taxpayers, so the level of absorption of tax information is not much.

Corporate taxpayers who understand their tax rights and obligations do not necessarily take advantage of tax incentives offered by the government. To this tax incentive, Corporate Taxpayers respond in various ways. One of the internal factors that affect tax compliance is an understanding of the tax mechanism. As a form of adaptation due to the Covid-19 Pandemic, corporate taxpayers are required to be able to use an online system. Such is the case with the use of this tax incentive itself using online media both in applications and reporting that must be done by taxpayers every month. Taxpayers also need to know that the incentive provided is intended for low-risk taxpayers which means that they meet the requirements of taxpayers who are entitled to receive this incentive.

In this case, the information provided by the first respondent is that the existence of tax incentives for corporate taxpayers affected by the Covid-19 pandemic has not been fully conveyed to corporate taxpayers so that the delay in this information is an obstacle in itself, especially in the preparation of submission files. This delay in information is related to socialization.

Regarding the socialization that has been carried out by tax officials, that the socialization carried out has been fulfilled. Socialization itself is carried out by the extensification section. The extensification section itself has a target. At the beginning of each year the extensification section will make a schedule. The schedule is which socialization target will be aimed at and how many times the socialization will be given by tax officials. This statement is in accordance with the findings in Eka and Gede's (2022) research. In relation to the Theory of Slippery Slope, there is a difference in understanding that it turns out that information related to tax incentives for corporate taxpayers affected by Covid-19 is not fully realized properly. This triggers the taxpayer's response that there is a lack of cooperation between the tax party and the subject recipient of the incentive.

Tax Services

Available tax services are one of the important parts of utilizing this tax incentive.

- 1) *"I went to the office to make sure, but the service was hampered,"* DS said.
- 2) *"Yes, actually after hearing about tax incentives for those affected by the Covid-19 Pandemic, I planned to process the files immediately, only the number of people and limited services available slowed me down in processing files,"* said AB.
- 3) *"I can ask the office first, how are the services and processes,"* said JN.

Researchers took three general answers from the answers of all respondents. In general, respondents' answers illustrate that existing tax administration services show good quality. The quality of this service is shown from the answers of respondents that related administrative procedures tend to be simple and easy to understand and faster to process. Respondents provided information that at every stage of the process they were well assisted.

Good and quality service in a program will determine the increasing participation of taxpayers in participating in certain programs. Fast, swift and appropriate service for Taxpayers improves the decision of Taxpayers to join this program. This statement is in accordance with the findings in Kartika's (2016) research. In relation to the Theory of Slippery Slope, the concept is described that there is taxpayer trust in the system or administrative procedure of this incentive. The quality of service is considered good by Taxpayers. This is in line with the theory used.

Corporate Taxpayer Behavior

One of the most important parts is how corporate taxpayers provide their views on the Covid-19 pandemic tax incentives. According to the first respondent, the problem of taxpayer behavior is not only in Samarinda but throughout Indonesia, namely lack of awareness.

- 1) *"Yes, it all depends on behavior, only yes we depend on conditions and services, our behavior is adjusted to the services we receive "* said DS.
- 2) *"It doesn't matter how we respond, yes we would also move quickly if only the information we received was faster and socialized,"* AB said.
- 3) *"But indeed if I look in Indonesia, sometimes awareness is still lacking. Because even from the beginning, taxes do not get counterinterpretations that can be received directly, right, the reciprocity that can be directly felt by those who pay, the taxpayers right, "*said ZN.

Researchers took three general answers from the answers of all respondents. In general, respondents' answers illustrate that taxpayer behavior determines the use of this tax incentive. This means that complete information related to this incentive will determine how recipients respond. Many argue that these incentives are actually not mitigating but include helping.

In this case, the first respondent's statement that taxpayer awareness is still lacking not only in Samarinda but throughout Indonesia. It was further explained that not only in Samarinda but throughout Indonesia because of the problem of taxpayers themselves, namely the awareness of each taxpayer who is lacking. It was further explained by the first respondent that these taxpayers were not aware or they seemed to have not felt the results of the tax itself. Like the road they walked and others. Taxes themselves have been explained both in tax law, tax law bases, and other literature, such as according to Soemitro (1990) that taxes are people's contributions to the state treasury based on tax laws (which can be forced) by not getting lead services (counterpression), which can be directly shown and used to pay general expenses. From this understanding, it is clear that taxes are mandatory and taxpayers do not get reciprocal services that can be directly felt, but as explained by first responders, taxpayers do not want to know this understanding.

Therefore, there are still many taxpayers whose awareness is lacking even to the point of being reluctant to pay taxes because according to taxpayers it is like only paying but not getting anything from the taxes they have paid. This statement is in accordance with the findings in Nina's (2020) research. In relation to the Theory of Slippery Slope, the concept is described that there is a response behavior from corporate taxpayers to the provision of this tax incentive. Taxpayers' confidence in this incentive was found in the response which stated that the purpose of providing

this incentive was to help the economy of tax waji affected by Covid-19. Taxpayer behavior will depend on the policy provided, if it is profitable, the response will be good, and vice versa.

Tax Socialization

Tax socialization is one of the interview instruments, because if this tax-related socialization is carried out, the level of enthusiasm of taxpayers will increase.

- 1) *"There is socialization, maybe we don't know, we think that this socialization may not have much effect because it is less likely for us to get this incentive,"* DS said.
- 2) *"There is socialization, the timing is not right, so I don't really follow the information provided,"* AB said.
- 3) *"If this is the case, I don't know, there should be, so that at least our information and knowledge increase, right",* said JN.

Researchers took three general answers from the answers of all respondents. In general, respondents' answers illustrate that socialization related to tax incentives is less known by taxpayers. Many taxpayers tend to consider this socialization unimportant, so they do not follow it. Some also think that this socialization is not so helpful for them in administration.

The answers from each respondent showed that the low level of taxpayer participation in tax socialization. This is an obstacle for the tax authorities in forwarding this government policy information. Taxpayers tend to assume that this socialization is not important, so the level or intention to take advantage of this incentive is small. Basically, the participation of this socialization is able to increase understanding of this tax incentive.

Tax socialization has been carried out by tax officials, that the socialization carried out has been fulfilled. Socialization itself is carried out by the extensification section. The extensification section itself has a target. At the beginning of each year the extensification section will make a schedule. The schedule is which socialization target will be aimed at and how many times the socialization will be given by tax officials. This statement is in accordance with the findings in Eka and Gede's (2022) research as well as Sandy and Inayati's (2022) research.

In relation to the Theory of Slippery Slope, tax socialization is considered to have not achieved its goal. It is found in respondents' answers that some are not aware of this socialization. This indicates that even though there is socialization, taxpayers still think that this socialization is not so important.

Utilization of Tax Incentives

Tax incentives provided by the government are expected to be able to help corporate taxpayers in facing the Covid-19 Pandemic. The government hopes that the utilization rate of this incentive should increase, because this incentive is given in Pandemic conditions.

- 1) *"The provision of this incentive is good, but if we ourselves consider that this incentive is relatively small, so regarding payment and reporting I don't really follow it,"* DS said.
- 2) *"This incentive may be useful, well because it's a helpful policy, but we don't think it's helpful enough,"* AB said.

- 3) *"Regarding the payment system and self-reporting, I don't know, because in my personal opinion, this incentive does not have much impact on us specifically, if it helps,"* said JN.

The results of interviews with research respondents showed that the reporting system for taxpayers who get tax incentives is carried out *online*.

- 1) *"... For reporting, it can be done easily anywhere because there is an online tax application so it makes it easier for taxpayers on the side or tax reporting system..."* (Interview with JN)
- 2) *"... The reporting system can be accessed online so it can be done anywhere for tax reporting..."* (Interview with DS)
- 3) *"... The tax reporting can be done online..."* (Interview with AB).

In practice, tax incentive policies implemented by the government are very helpful for taxpayers.

- 1) *"... In my opinion, this tax incentive policy is very helpful. Indeed, not all taxpayers get this incentive.* (Interview with JN)
- 2) *"... This tax incentive policy is quite helpful both for individuals and for business actors..."* (Interview with DS)
- 3) *"... This tax incentive is very useful, especially for taxpayers who have the obligation to carry out tax administration, especially for those affected by the corona virus outbreak..."* (Interview with AB)

Some of the interview excerpts above show that the tax incentive policy implemented by the government is very helpful for taxpayers. This is because during the Covid-19 Pandemic, many individual taxpayers and business actors experienced a decrease in income or a decline in the economy.

The implementation of tax incentive policies during the Covid-19 Pandemic is considered a policy that needs to be done because it relieves taxpayers.

- 1) *"... This tax incentive policy is very useful and relieving for taxpayers. Because as many people know that during the Covid-19 Pandemic, the economy is also weakening, so this tax incentive I think is very helpful because there are relief..."* (Interview with JN)
- 2) *"... I strongly support the existence or implementation of tax incentive policies during this Pandemic because it is not burdensome for individual taxpayers and business actors..."* (Interview with DS)
- 3) *"... The implementation of this tax incentive is very useful for taxpayers affected by the coronavirus..."* (Interview with AB)

Some of the interviews above show that the implementation of tax incentive policies during the Covid-19 Pandemic is considered a necessary policy because it relieves taxpayers and is not burdensome for individual taxpayers and business actors affected by the coronavirus.

If in the future there is an extraordinary event such as the Covid-19 pandemic, some respondents admitted that some improvements are needed related to tax incentive policies.

- 1) *"... For conditions like this in the future, maybe the government or tax authorities can educate more about this tax incentive..."* (Interview with JN)

- 2) "... It may be easier in payment systems, for example, it is implemented online as a whole...." (Interview with DS)
- 3) "... Maybe it can be applied thoroughly because it is only focused or devoted to the manufacturing sector. In addition, it is hoped that the government itself can be more consistent in enforcing policies or regulations because so far there have been many changes and the government is expected to provide detailed or detailed information to taxpayers regarding incentives that can be utilized..." (Interview with AB)

Some of the interview excerpts above show that if in the future an extraordinary event such as the Covid-19 Pandemic occurs, several efforts are needed to improve the regulations or tax incentive policies set by the government, including: the government or tax agencies can better educate about tax incentives applied, facilitated in payment systems such as online. Overall, it is applied not only in the manufacturing sector, the government is expected to be more consistent in enforcing policies or regulations because so far there have been many changes or updates to the regulations set, and the government is expected to provide detailed or detailed information to taxpayers regarding incentives that can be utilized.

As explained earlier, there are several requirements to obtain tax incentives.

- 1) "... As far as I know, there are four types of tax incentives and are valid since April 1, 2020. First, income tax incentives for companies borne by the government of 100% on income from workers with an amount of up to 200 million rupiah in a year in the processing industry sector. For the requirements, must be an employee in 440 specific industrial fields as well as ownership of an NPWP. This employee must submit a written notification to the Head of the Tax Service Office online and fill out the form. This is done to obtain tax incentives. Second, relaxation of import income tax given to business actors with certain business field classification codes. For submission, business actors must submit a free certificate in writing to the head of KPP. Third, tax incentives in certain sectors are submitted by submitting a written notification to the head of the registered KPP. Fourth, tax incentives by accelerating for six months VAT restitution for expositors and non-exporters whose filings are intended for taxpayers with a value below five billion..." (Interview with ZN)
- 2) "... As far as I know, these taxpayers apply to the nearest KPP Head or to the registered KPP. Registration can be done online and offline by including several requirements as proof..." (Interview with DS)
- 3) "... Yes, I know. This tax incentive does not apply to all Taxpayers and only applies to those who have KLU and/or Taxpayers who have been designated as KITE (Ease of Import for Export Purposes) companies. In addition to companies with KITE status, taxpayers who have been determined in PMK regulation 23 of 2020 are also not all able to feel the incentives of the four types of taxes. Only 440 KLU that can receive PPh 21 and 102 KLU incentive facilities can be granted Import Income Tax 22 exemption, reduction of PPh 25 installments, and VAT restitution facility..." (Interview with AB).

Some of the interview excerpts above show that taxpayers can apply for tax incentives. This is because this tax incentive does not apply to all Taxpayers and only applies to those who have KLU and/or Taxpayers who have been designated as KITE (Export Destination Import Facilities) companies. In addition to companies with KITE status, taxpayers who have been determined in PMK regulation 23 of 2020 are also not all able to feel the incentives of the four types of taxes. Only 440 KLU that can receive PPh 21 and 102 KLU incentive facilities can be given exemption from Import Income Tax 22, reduction of PPh 25 installments, and ease of VAT restitution. However, Taxpayers can apply for tax incentives. First, income tax incentives for companies borne by the government of 100% on income from workers with an amount of up to 200 million rupiah in a year in the processing industry sector. The requirements for submission are employees in 440 specific industries and ownership of an NPWP. The employee must submit a written notification to the Head of the Tax Service Office online and fill out a form to obtain tax incentives. Second, relaxation of import income tax given to business actors with certain business field classification codes. For submission, business actors must submit a free certificate in writing to the head of KPP. Third, tax incentives in certain sectors are submitted by submitting a written notification to the head of the registered KPP. Fourth, tax incentives by accelerating for six months for VAT restitution for expositors and non-exporters whose submissions are intended for taxpayers with a value below five billion.

Researchers took three general answers from the answers of all respondents. In general, respondents' answers stated that this incentive is good, this is a policy which is believed to ease the finances of taxpayers affected by Covid-19. However, what is interesting is that overall respondents' answers show that in fact these incentives are not mitigating but only helpful. The strong reason for their statement is that the amount of this incentive cannot be said to relieve their economy as corporate taxpayers.

Respondents' responses to these incentives varied, but broadly speaking, these incentives did not have much effect on them. Respondents considered that the amount of incentives provided was relatively low. This is the reason why the interest in utilizing this incentive is not so great.

Basically, the existence of this policy aims to relieve or help Taxpayers in the midst of a Pandemic, but it depends on each Taxpayer. Whether used or not, this incentive certainly aims to help, therefore encouragement for taxpayers related to the use of this policy needs to be done. This statement is in accordance with the findings in research from Eka and Gede (2022).

In relation to the Theory of Slippery Slope, taxpayers here think that this incentive is not so mitigating, but classified as helpful. Different taxpayers' perceptions of these incentives shape the taxpayer's belief that the policies set do not need to be utilized. This indicates that the lack of strategic provision of this tax incentive.

Taxpayer Perception

One of the reasons for the ease and simplification of the tax system makes the transformation process related to the use of tax incentives a separate consideration. Not far from this, the reason for the interesting and narrow non-use of this tax incentive arises from all informant clusters, both

from Corporate Taxpayers themselves, namely not wanting to be burdened with additional administration because they take advantage of this tax incentive.

The procedure for utilizing tax incentives entirely uses digitization media, both registration and reporting on the realization of their use. These respondents are basically familiar with the world of digitalization when running their business. Digitalization in the field of taxation is not only about the technical change from the use of media in the form of forms to online media, but more about how to understand material taxation by taxpayers.

To be able to take advantage of tax incentives, Corporate Taxpayers must also follow established procedures. Based on interviews, this procedure is considered quite burdensome for the administration of taxpayers.

"I still intend to pay, because later when the file management will be hampered by complicated for sure and the amount is relatively small, so yes not participating is not a problem," said DS.

This reason was confirmed when in-depth interviews were conducted with respondents who acted alone. For respondents despite knowing the steps and procedures that must be taken, they still do not take advantage of these incentives on the grounds of choosing simplicity.

- 1) *"Simply put, I think that not wanting to deal with this tax incentive actually troubles me, because every step takes time and what is obtained is not so big,"* said AB.
- 2) *"We tend not to follow this program because the process is sometimes complicated, especially everything has been systemized which sometimes we don't even understand and in my personal opinion the incentives provided are not very helpful financially,"* said JN.

Researchers took three general answers from the answers of all respondents. In general, corporate taxpayers think that this tax incentive policy is good, but not right on target. The reason behind this is that this incentive does not fully relieve taxpayers affected by Covid-19.

The perception of convenience and perception of taxpayers utilizing tax incentives is one part of determining decisions on taxpayer interests. This is supported by research (Indaryani et al., 2020) which suggests simplifying the procedure for utilizing tax incentives so that it is easy to understand and implement. A study entitled *Tax Policy Measure to Combat the SARS-CoV-2 Pandemic and Considerations to Improve Tax Compliance: A Behavioral Perspective* by Basumatary (2020) states that tax incentives will not be effective if the system is complicated. Therefore, the government must accommodate taxpayers who do not have sufficient taxation knowledge with a simple incentive scheme.

Research conducted by Wijaya & Sari (2020) shows that the ease of taxation does not affect taxpayer compliance, because many taxpayers are not yet aware of carrying out their tax obligations. A slightly different thing is stated in the results of the study (Nurhayati & Adhi, 2021) regarding Factors Influencing MSME Decisions Following Tax Relaxation during the Covid-19 Pandemic Period where MSME Taxpayers will continue to strive to take advantage of tax incentives in order to enjoy relief in fulfilling their tax obligations. Although the procedure they have to go through is quite difficult.

Wijaya and Sary (2020) in their journal describe as a whole, taxpayers bear the burden of carrying out their tax rights and obligations called cost of taxation. These costs can be divided into two groups: tangible costs (costs that can be measured in money) and intangible costs (costs that cannot be measured in money). Intangible costs are time costs and psychological costs.

Time cost is the time needed to carry out tax obligations and rights, including: time needed to fill out forms both online and in person, time to submit tax returns both period and yearly, time needed to discuss tax management and tax exposure with tax consultants. Psychological costs are psychic/psychological costs that arise due to the fulfillment of tax rights and obligations such as: ignorance, unease, anxiety, and uncertainty.

Thus, this study found that taxpayers strongly consider the perception of ease in utilizing tax incentives. The more complicated the system, the less intent the Corporate Taxpayer will take advantage of this incentive. This statement is in accordance with the findings in research from Nastiti and Inayati (2016).

In relation to the Theory of Slippery Slope, it is illustrated that there are different perceptions of taxpayers about the incentives provided. Taxpayers assume that whether or not this incentive is used will not affect them. Different taxpayers' perceptions of these incentives shape the taxpayer's belief that the policies set do not need to be utilized. This indicates that the lack of strategic provision of this tax incentive.

CONCLUSION

Information related to tax incentives is not fully known by taxpayers and the lack of tax information obtained. The quality of service received by taxpayers is satisfactory and good and simple. The services provided assist Taxpayers in carrying out every tax process. Taxpayer behavior is still not supportive as seen from the low level of awareness. The low level of awareness of Taxpayers is seen from the level of participation of Taxpayers in various tax-related activities. Tax socialization has been carried out by the DGT, but the level of taxpayer participation in this socialization is still low. The low participation of taxpayers is due to different assumptions from taxpayers who argue that tax-related information is not needed. The tax incentives of the Covid-19 pandemic are underutilized, due to the assumption of taxpayers that the amount of incentives received is too small. Taxpayers' perception of the convenience provided illustrates that this incentive actually provides its own relief for taxpayers.

Suggestions that researchers can give are that the government or tax agencies can better educate about tax incentives applied, payment systems can be applied more easily, for example applied online as a whole, tax incentive policies are applied not only in the manufacturing sector, sharpen information related to tax socialization. The government is expected to be more consistent in enforcing policies or regulations because so far there have been many changes or updates to the regulations set, and the government is expected to provide detailed or detailed information to taxpayers regarding incentives that can be utilized.

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