

```

CORRELATIONS
/VARIABLES=Y1 Y2 Y3 Y4 Y5 Y6 Y7 Y8 Y
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.

```

## Correlations

		Notes
Output Created		21-JUN-2014
Comments		
Input	Data	D:\SELVI\Untitled1.sav
	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	
Missing Value Handling	Definition of Missing	User-defined missing values treated as missing.
	Cases Used	Statistics for each pair of variables are based on all cases with valid data for pair.
Syntax		CORRELATIONS /VARIABLES=Y1 Y2 Y Y6 Y7 Y8 Y /PRINT=TWOTAIL NO /MISSING=PAIRWISE
Resources	Processor Time	00:
	Elapsed Time	00:

[DataSet0] D:\SELVI\Untitled1.sav

**Correlations**

		Y1	Y2	Y3	Y4	Y5	Y6
Y1	Pearson Correlation	1	,599**	,467**	,453**	,362**	,416**
	Sig. (2-tailed)		,000	,000	,000	,000	,000
	N	91	91	91	91	91	91
Y2	Pearson Correlation	,599**	1	,344**	,464**	,225*	,326**
	Sig. (2-tailed)	,000		,001	,000	,032	,002
	N	91	91	91	91	91	91
Y3	Pearson Correlation	,467**	,344**	1	,572**	,361**	,328**
	Sig. (2-tailed)	,000	,001		,000	,000	,001
	N	91	91	91	91	91	91
Y4	Pearson Correlation	,453**	,464**	,572**	1	,364**	,337**
	Sig. (2-tailed)	,000	,000	,000		,000	,001
	N	91	91	91	91	91	91
Y5	Pearson Correlation	,362**	,225*	,361**	,364**	1	,600**
	Sig. (2-tailed)	,000	,032	,000	,000		,000
	N	91	91	91	91	91	91
Y6	Pearson Correlation	,416**	,326**	,328**	,337**	,600**	1
	Sig. (2-tailed)	,000	,002	,001	,001	,000	
	N	91	91	91	91	91	91
Y7	Pearson Correlation	,302**	,328**	,251*	,356**	,301**	,370**
	Sig. (2-tailed)	,004	,002	,016	,001	,004	,000
	N	91	91	91	91	91	91
Y8	Pearson Correlation	,492**	,438**	,366**	,641**	,277**	,315**
	Sig. (2-tailed)	,000	,000	,000	,000	,008	,002
	N	91	91	91	91	91	91
Kepatuhan Wajib Pajak	Pearson Correlation	,743**	,677**	,667**	,758**	,630**	,669**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000
	N	91	91	91	91	91	91

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

```

CORRELATIONS
/VARIABLES=P1 P2 P3 P4 P5 P6 P7 P8 P9 X1
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWIS

```

## Correlations

### Notes

Output Created		21-JUN-2014 17
Comments		
	Data	D:\SELVI\Untitled1.sav
	Active Dataset	DataSet0
	Filter	<none>
Input	Weight	<none>
	Split File	<none>
	N of Rows in Working Data	
	File	
	Definition of Missing	User-defined missing va are treated as missing.
Missing Value Handling		Statistics for each pair o variables are based on cases with valid data fo pair.
	Cases Used	
Syntax		CORRELATIONS /VARIABLES=P1 P2 P P5 P6 P7 P8 P9 X1 /PRINT=TWOTAIL NO /MISSING=PAIRWISE
Resources	Processor Time	00:00
	Elapsed Time	00:00

[DataSet0] D:\SELVI\Untitled1.sav



```

CORRELATIONS
/VARIABLES=K1 K2 K3 K4 K5 K6 K7 K8 X2
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.

```

## Correlations

### Notes

Output Created		
Comments		
	Data	D:\SEL
	Active Dataset	DataSe
	Filter	<none>
Input	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	
	Definition of Missing	User-d
		treated
		Statisti
Missing Value Handling		variable
	Cases Used	cases v
		pair.
		CORRE
		/VARI
Syntax		K6 K7 K
		/PRIN
		/MISS
	Processor Time	
Resources	Elapsed Time	

[DataSet0] D:\SELVI\Untitled1.sav

**Correlations**

		K1	K2	K3	K4	K5	K6	K7
K1	Pearson Correlation	1	,344**	,464**	,225*	,326**	,196	,255*
	Sig. (2-tailed)		,001	,000	,032	,002	,063	,015
	N	91	91	91	91	91	91	91
K2	Pearson Correlation	,344**	1	,572**	,361**	,328**	,130	,252*
	Sig. (2-tailed)	,001		,000	,000	,001	,221	,016
	N	91	91	91	91	91	91	91
K3	Pearson Correlation	,464**	,572**	1	,364**	,337**	,304**	,123
	Sig. (2-tailed)	,000	,000		,000	,001	,003	,244
	N	91	91	91	91	91	91	91
K4	Pearson Correlation	,225*	,361**	,364**	1	,600**	,237*	,261*
	Sig. (2-tailed)	,032	,000	,000		,000	,024	,013
	N	91	91	91	91	91	91	91
K5	Pearson Correlation	,326**	,328**	,337**	,600**	1	,106	,298**
	Sig. (2-tailed)	,002	,001	,001	,000		,317	,004
	N	91	91	91	91	91	91	91
K6	Pearson Correlation	,196	,130	,304**	,237*	,106	1	,388**
	Sig. (2-tailed)	,063	,221	,003	,024	,317		,000
	N	91	91	91	91	91	91	91
K7	Pearson Correlation	,255*	,252*	,123	,261*	,298**	,388**	1
	Sig. (2-tailed)	,015	,016	,244	,013	,004	,000	
	N	91	91	91	91	91	91	91
K8	Pearson Correlation	,274**	,213*	,250*	,266*	,218*	,352**	,466**
	Sig. (2-tailed)	,008	,042	,017	,011	,037	,001	,000
	N	91	91	91	91	91	91	91
Kon sult asi AR	Pearson Correlation	,617**	,634**	,679**	,656**	,638**	,550**	,614**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000
	N	91	91	91	91	91	91	91

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

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

```

CORRELATIONS
/VARIABLES=A1 A2 A3 A4 A5 A6 X3
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.

```

## Correlations

		Notes
Output Created		21-JU
Comments		
Input	Data	D:\SELVI\Unutil
	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	
Missing Value Handling	Definition of Missing	User-defined m treated as miss
	Cases Used	Statistics for ea variables are b cases with valid pair.
Syntax		CORRELATION /VARIABLES= A6 X3 /PRINT=TWO /MISSING=PA
Resources	Processor Time	
	Elapsed Time	

[DataSet0] D:\SELVI\Untitled1.sav

**Correlations**

		A1	A2	A3	A4	A5	A6
A1	Pearson Correlation	1	,588**	,201	,186	,188	,1
	Sig. (2-tailed)		,000	,057	,078	,075	,2
	N	91	91	91	91	91	
A2	Pearson Correlation	,588**	1	,327**	,295**	,379**	,33
	Sig. (2-tailed)	,000		,002	,005	,000	,0
	N	91	91	91	91	91	
A3	Pearson Correlation	,201	,327**	1	,765**	,592**	,42
	Sig. (2-tailed)	,057	,002		,000	,000	,0
	N	91	91	91	91	91	
A4	Pearson Correlation	,186	,295**	,765**	1	,627**	,40
	Sig. (2-tailed)	,078	,005	,000		,000	,0
	N	91	91	91	91	91	
A5	Pearson Correlation	,188	,379**	,592**	,627**	1	,59
	Sig. (2-tailed)	,075	,000	,000	,000		,0
	N	91	91	91	91	91	
A6	Pearson Correlation	,131	,334**	,420**	,405**	,599**	
	Sig. (2-tailed)	,217	,001	,000	,000	,000	
	N	91	91	91	91	91	
Penga wasan AR	Pearson Correlation	,532**	,681**	,782**	,774**	,800**	,68
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,0
	N	91	91	91	91	91	

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

```
RELIABILITY
/VARIABLES=Y1 Y2 Y3 Y4 Y5 Y6 Y7 Y8
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA.
```

**Notes**

Output Created	Data	D:\SELVI\Unti
Comments	Active Dataset	DataSet0
	Filter	<none>
Input	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	
	Matrix Input	



[DataSet0] D:\SELVI\Untitled1.sav

### Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	91	100,0
	Excluded <sup>a</sup>	0	,0
	Total	91	100,0

a. Listwise deletion based on all variables in the procedure.

```
RELIABILITY  
/VARIABLES=P1 P2 P3 P4 P5 P6 P7 P8 P9  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA.
```

#### Reliability Statistics

Cronbach's Alpha	N of Items
,843	8

## Reliability

#### Notes

Output Created		21-J
Comments		
	Data	D:\SELVI\Untitled1.sav
	Active Dataset	DataSet0
	Filter	<none>
Input	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	
	Matrix Input	
Missing	Definition of Missing	User-defined missing values are treated as missing.
Value	Cases Used	Statistics are based on all cases with valid data for all
Handling		procedure.
		RELIABILITY
		/VARIABLES=P1 P2 P3 P4 P5 P6 P7 P8 P9
Syntax		/SCALE('ALL VARIABLES') ALL
		/MODEL=ALPHA.
	Processor Time	

**Scale: ALL VARIABLES**

**Case Processing Summary**

		N	%
Cases	Valid	91	100,0
	Excluded <sup>a</sup>	0	,0
	Total	91	100,0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
,808	9

```
RELIABILITY
  /VARIABLES=K1 K2 K3 K4 K5 K6 K7 K8
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA.
```

**Reliability**

**Notes**

Output Created	
Comments	
Data	D:\SELVI\Untitled1.sav
Active Dataset	DataSet0
Filter	<none>
Input	
Weight	<none>
Split File	<none>
N of Rows in Working Data File	
Matrix Input	
Missing	
Definition of Missing	User-defined missing values are treated as missing.
g	
Value	
Cases Used	Statistics are based on all cases with valid data for all
Handling	
ng	procedure.

### Case Processing Summary

		N	%
Cases	Valid	91	100,0
	Excluded <sup>a</sup>	0	,0
	Total	91	100,0

a. Listwise deletion based on all variables in the procedure.

### Reliability Statistics

Cronbach's Alpha	N of Items
,776	8

```
RELIABILITY
/VARIABLES=A1 A2 A3 A4 A5 A6
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA.
```

## Reliability

### Notes

Output Created	21-JU
Comments	
Data	D:\SELVI\Untitled1.sav
Active Dataset	DataSet0
Filter	<none>
Input	
Weight	<none>
Split File	<none>
N of Rows in Working Data File	
Matrix Input	
Missing	
Definition of Missing	User-defined missing values are treated as missing.
Value	
Cases Used	Statistics are based on all cases with valid data for a
Handling	procedure.

### Case Processing Summary

		N	%
Cases	Valid	91	100,0
	Excluded <sup>a</sup>	0	,0
	Total	91	100,0

a. Listwise deletion based on all variables in the procedure.

### Reliability Statistics

Cronbach's Alpha	N of Items
,803	6

```

NPAR TESTS
/K-S(NORMAL)=Y X1 X2 X3
/MISSING ANALYSIS
    
```

## NPar Tests

### Notes

Output Created	21-JUN
Comments	
Data	D:\SELVI\Untitled1.sav
Active Dataset	DataSet0
Filter	<none>
Input	
Weight	<none>
Split File	<none>
N of Rows in Working Data	
File	
Missing	
Definition of Missing	User-defined missing values are treated as missing.
Value	
Cases Used	Statistics for each test are based on all cases with valid data.

**One-Sample Kolmogorov-Smirnov Test**

		Kepatuhan Wajib Pajak	Pelayanan AR	Konsultasi AR	
N		91	91	91	
Normal	Mean	28,8175	30,5962	27,6520	
Parameters <sup>a,b</sup>	Std. Deviation	4,96588	5,20011	4,57323	
Most Extreme Differences	Absolute	,118	,083	,051	
	Positive	,102	,051	,051	
	Negative	-,118	-,083	-,031	
Kolmogorov-Smirnov Z		1,122	,796	,484	
Asymp. Sig. (2-tailed)		,161	,551	,973	

a. Test distribution is Normal.

b. Calculated from data.

```

REGRESSION
  /DESCRIPTIVES MEAN STDDEV CORR SIG N
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL ZPP
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y
  /METHOD=ENTER X1 X2 X3
  /SCATTERPLOT=(*ZPRED ,*SRESID)
    
```

## Regression

### Notes

Output Created		21-JUN-2014 17:53:38
Comments		
Input	Data	D:\SELVI\Untitled1.sav
	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	91
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION
		/DESCRIPTIVES MEAN
		STDDEV CORR SIG N
		/MISSING LISTWISE
		/STATISTICS COEFF OUTS R
		ANOVA COLLIN TOL ZPP
		/CRITERIA=PIN(.05)
		POUT(.10)
		/NOORIGIN
		/DEPENDENT Y
	/METHOD=ENTER X1 X2 X3	
	/SCATTERPLOT=(*ZPRED	
	,*SRESID).	
Resources	Processor Time	00:00:00,52
	Elapsed Time	00:00:00,67
	Memory Required	2580 bytes

**Variables Entered/Removed<sup>a</sup>**

Model	Variables Entered	Variables Removed	Method
1	Pengawasan AR, Konsultasi AR, Pelayanan AR <sup>b</sup>	.	Enter

a. Dependent Variable: Kepatuhan Wajib Pajak

b. All requested variables entered.

**Correlations**

		Kepatuhan Wajib Pajak	Pelayanan AR	Konsultasi AR
Pearson Correlation	Kepatuhan Wajib Pajak	1,000	,742	,868
	Pelayanan AR	,742	1,000	,930
	Konsultasi AR	,868	,930	1,000
	Pengawasan AR	-,036	,043	,003
Sig. (1- tailed)	Kepatuhan Wajib Pajak	.	,000	,000
	Pelayanan AR	,000	.	,000
	Konsultasi AR	,000	,000	.
	Pengawasan AR	,367	,342	,489
N	Kepatuhan Wajib Pajak	91	91	91
	Pelayanan AR	91	91	91
	Konsultasi AR	91	91	91
	Pengawasan AR	91	91	91

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,885 <sup>a</sup>	,784	,777	2,34745

a. Predictors: (Constant), Pengawasan AR, Konsultasi AR, Pelayanan AR

b. Dependent Variable: Kepatuhan Wajib Pajak

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics
	B	Std. Error	Beta			Zero-order	Partial	Part	
(Constant)	3,906	2,042		1,913	,059				
Pelayanan AR	-,447	,130	-,468	-3,442	,001	,742	-,346	-,172	
Konsultasi AR	1,415	,148	1,303	9,590	,000	,868	,717	,478	
Pengawasan AR	-,025	,064	-,019	-,388	,699	-,036	-,042	-,019	

a. Dependent Variable: Kepatuhan Wajib Pajak

**Collinearity Diagnostics<sup>a</sup>**

Dimension	Eigenvalue	Condition Index	Variance Proportions		
			(Constant)	Pelayanan AR	Konsultasi AR
1	3,949	1,000	,00	,00	,00
2	,038	10,176	,01	,02	,00
3	,011	19,080	,97	,02	,00
4	,002	45,881	,02	,96	,99

a. Dependent Variable: Kepatuhan Wajib Pajak

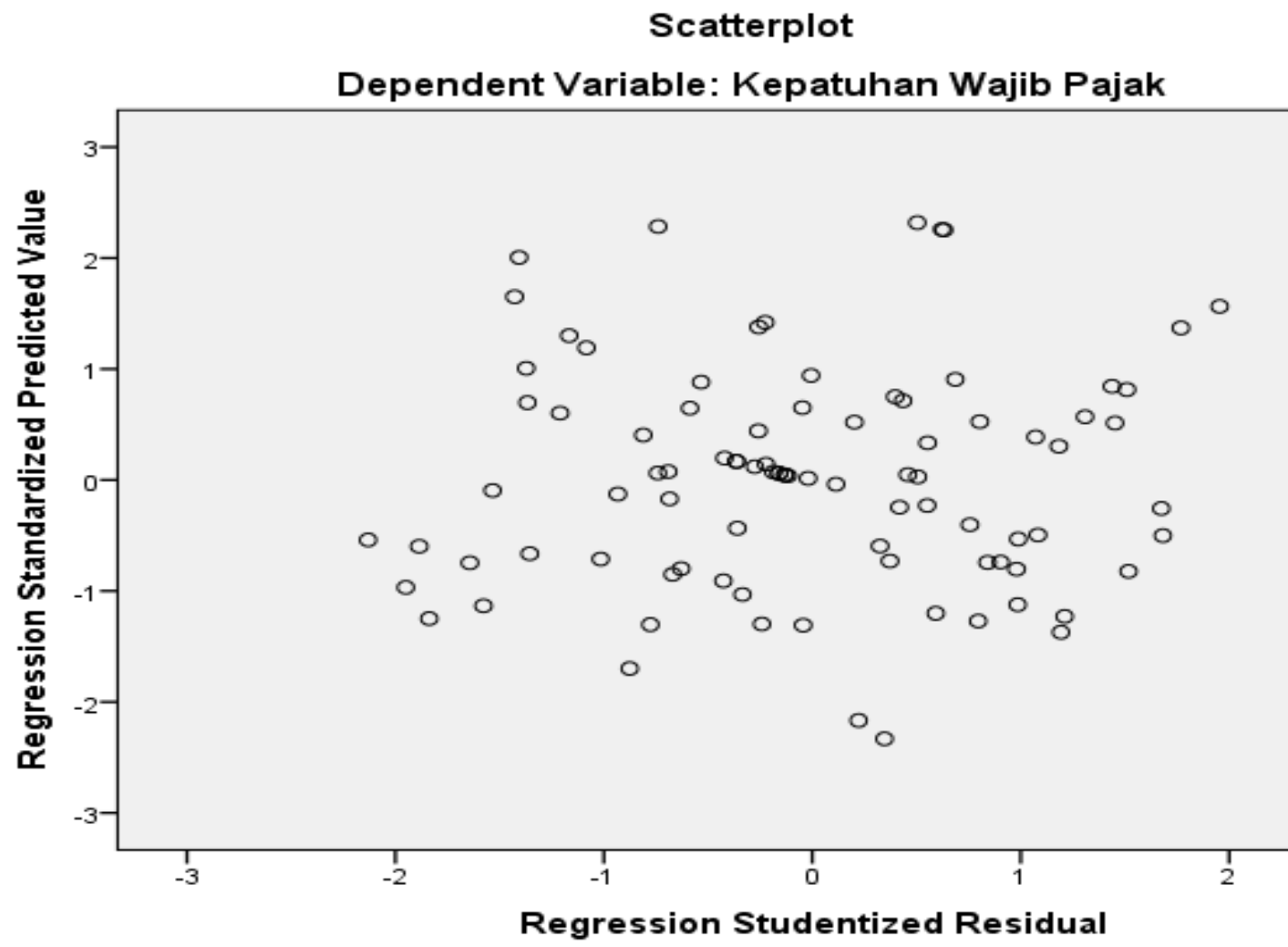


**Residuals Statistics<sup>a</sup>**

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	18,5632	39,0126	28,8175	4,39695	91
Std. Predicted Value	-2,332	2,319	,000	1,000	91
Standard Error of Predicted Value	,251	,761	,472	,139	91
Adjusted Predicted Value	18,5028	38,9895	28,8083	4,39713	91
Residual	-4,95607	5,77603	,00000	2,30800	91
Std. Residual	-2,111	2,461	,000	,983	91
Stud. Residual	-2,131	2,531	,002	1,008	91
Deleted Residual	-5,04782	6,11018	,00926	2,42864	91
Stud. Deleted Residual	-2,176	2,614	,002	1,017	91
Mahal. Distance	,039	8,472	2,967	2,283	91
Cook's Distance	,000	,093	,013	,020	91
Centered Leverage Value	,000	,094	,033	,025	91

a. Dependent Variable: Kepatuhan Wajib Pajak

## Charts



## IDENTITAS RESPONDEN

### A. Identitas Responden

Untuk keperluan keabsahan data penelitian ini, saya mengharapkan kepada Bapak/Ibu/Saudara/Saudari u

Nama :.....(boleh tidak diisi)

Jenis kelamin : ( ) Pria ( ) Wanita

Jenjang pendidikan : ( ) SMA ( ) D3 ( ) S1 ( ) S2

Pekerjaan : ( ) Pegawai Negeri

( ) Pegawai Swasta

( ) Profesi: Dokter, Pengacara, dll

( ) Wiraswasta

### B. Cara pengisian kuesioner

Pernyataan-pernyataan dibawah ini bertujuan untuk mengetahui pendapat anda tentang pengaruh kinerja *Account Representative (AR)* terhadap kepatuhan wajib pajak. Pada setiap pernyataan telah disediakan bagian keterangan sebagai berikut:

1. Tidak Baik (TB)
2. Kurang Baik (KB)
3. Cukup Baik (CB)
4. Baik (B)
5. Sangat Baik (SB)

	pertanyaan dari wajib pajak.					
7	<i>Account Representative</i> (AR) menguasai permasalahan wajib pajak dengan baik.					
8	<i>Account Representative</i> (AR) berkomunikasi dengan baik kepada wajib pajak yang menjadi tanggung jawabnya.					
9	<i>Account Representative</i> (AR) selalu siap dalam menjawab setiap pertanyaan yang diajukan oleh wajib pajak.					

**2. Konsultasi Account Representative (AR)**

Atribut penelitian :

SB : Sangat Baik

CB : Cukup Baik TB : Tidak Baik

B : Baik

KB : Kurang Baik

No	Pernyataan	TB	KB	CB	B	SB
1	<i>Account Representative</i> (AR) memberikan konsultasi mengenai ketentuan pajak yang berlaku.					
2	<i>Account Representative</i> (AR) memberikan sosialisasi mengenai pemenuhan hak dan kewajiban perpajakan lainnya.					
3	<i>Account Representative</i> (AR) memberikan sosialisasi mengenai undang-undang perpajakan yang baru.					
4	<i>Account Representative</i> (AR) memberikan informasi yang dibutuhkan wajib pajak.					
5	<i>Account Representative</i> (AR) memberikan motivasi kepada wajib pajak untuk selalu patuh terhadap kewajiban pajaknya.					
6	<i>Account Representative</i> (AR) memberikan informasi yang tepat dan sesuai dengan undang-undang yang berlaku.					
7	<i>Account Representative</i> (AR) menguasai permasalahan yang dihadapi oleh wajib pajak.					
8	<i>Account Representative</i> (AR) memberikan konsultasi yang sehat, jujur dan transparan sehingga tercipta kesadaran wajib pajak.					

**3. Pengawasan Account Representative (AR)**

Atribut penelitian :

SB : Sangat Baik

CB : Cukup Baik TB : Tidak Baik

B : Baik

KB : Kurang Baik

No	Pernyataan	TB	KB	CB	B	SB
1	<i>Account Representative</i> (AR) membuat nota perhitungan surat tagih kepada wajib pajak.					
2	<i>Account Representative</i> (AR) membuat surat pemberitahuan perubahan besarnya nilai pajak wajib pajak.					
3	<i>Account Representative</i> (AR) memberikan					

S : Setuju

KS : Kurang Setuju

No	Pernyataan	TS	KS	CS	S	SS
1	Wajib Pajak/saya nyaman dengan pelayanan <i>Account Representative</i> (AR).					
2	Wajib Pajak/saya tepat waktu dalam menyetorkan pajaknya.					
3	Wajib Pajak/saya menyampaikan SPT dan SSP tepat waktu.					
4	Wajib Pajak/saya diberikan kemudahan dalam membayar pajaknya.					
5	Wajib Pajak/saya tidak telat dalam membayar pajaknya dalam 2 tahun terakhir.					
6	Wajib Pajak/saya menghitung jumlah pajak yang terutang dengan benar.					
7	Wajib Pajak/saya tidak mempunyai tunggakan pajak atas semua jenis pajak yang dikenakan padanya.					
8	Wajib Pajak/saya tidak mempunyai tunggakan pajak atas semua jenis pajak yang dikenakan padanya.					