### **Indonesian Tax Complexity Survey**

This survey consists of 41 questions, some of them are conditional questions regarding the job position of the participants. Q1.1 is actually not a question but mandatory information to all participants. It is coded as a question due to technical reasons. The survey is divided into seven blocks listed below:

**Block: Introduction (2 Questions)** 

**Block: Tax Code Complexity (7 Questions)** 

**Block: Tax Framework Complexity (13 Questions)** 

**Block: General Perception and Perspective on Tax Complexity (10 Questions)** 

Block: Demography of the Tax Officer (3 Questions)
Block: Demography of Taxpayers (2 Questions)

**Block: General Demography (4 Questions)** 

**Start of Block: Introduction** 

#### Q1.1 Welcome to the Indonesian Tax Complexity Survey!

Dear Indonesian tax officers and taxpayers,

Thank you for participating in our survey study! We would like your help and ask you to answer a few questions about tax complexity. This survey is completely anonymous and confidential. It is not possible to identify you or your answers. Data will be analyzed in the aggregate. The survey should take about 20 minutes.

We have set up this research project to gain systematic insights into the development and state of tax complexity to which tax administrations and taxpayers are exposed in Indonesia.

Prior studies document that tax complexity has become an important feature of a tax system in recent years, inducing compliance costs, tax planning opportunities and being likely to influence the decisions of tax administrations and taxpayers in different ways. We want to identify areas of the tax code and framework that particularly drive tax complexity. For this purpose, we need your view on tax complexity and your professional experience with tax complexity.

Thank you for helping us to contribute to improving the tax system.

Best regards,

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By participating in the survey you confirm the <u>Information on data processing</u> .
O I am a Tax Officer
O I am working for/own a corporate taxpayer
O I do not want to participate
End of Block: Introduction
Start of Block: Tax Code Complexity

# Q2.1 Tax code complexity

"Tax code complexity" describes the difficulty of reading, understanding and complying with tax regulations that are affected by five complexity drivers: ambiguity & interpretation, change, computation, detail, and record keeping. Therefore, we identified 11 internationally comparable tax regulations serving as dimensions for the tax code complexity.

How important do you consider the following regulations to be?

"Important" means that this regulation has a significant impact (i.e. expressed as time spent in your daily work).

	Not at all important	Slightly important	Moderately important	Very important	Extremely important
Capital Gains/Losses	0	0	0	0	0
Corporate Reorganization	0	0	0	0	0
Depreciation & Amortization	0	0	0	0	0
Investment Incentives	0	0	0	0	0
Statutory Tax Rate	0	$\circ$	0	0	0
Loss Offset	0	0	0	0	0
Royalties	0	0	0	0	0
Dividends	0	0	0	0	0
Interest	0	0	0	0	0
Transfer Pricing	0	0	0	0	0
Permanent Establishment	0	0	0	0	0

**Q2.2**To what extent do you think "ambiguity & interpretation" contribute to the complexity of the regulations listed below?

"Ambiguity & interpretation" means a regulation is phrased in an unclear, imprecise and/or ambiguous manner so that different interpretations are possible.

	No Extent	Little Extent	Some Extent	Great Extent	Very Great Extent
Capital Gains/Losses	0	0	0	0	0
Corporate Reorganization	0	0	0	0	0
Depreciation & Amortization	0	0	0	0	0
Investment Incentives	0	0	0	0	0
Statutory Tax Rate	0	0	0	0	0
Loss Offset	0	0	0	0	0
Royalties	0	0	0	0	0
Dividends	0	0	$\circ$	0	0
Interest	0	0	0	0	0
Transfer Pricing	0	0	0	0	0
Permanent Establishment	0	0	0	0	0

Q2.3

To what extent do you think "change" contributes to the complexity of the regulations listed below?

"Change" means a regulation is frequently changed and the changes are extensive in terms of quantity and/or scope.

	No Extent	Little Extent	Some Extent	Great Extent	Very Great Extent
Capital Gains/Losses	0	0	0	0	0
Corporate Reorganization	0	0	$\circ$	0	0
Depreciation & Amortization	0	0	0	0	0
Investment Incentives	0	0	$\circ$	0	0
Statutory Tax Rate	0	0	0	0	0
Loss Offset	0	0	0	0	0
Royalties	0	0	0	0	0
Dividends	0	0	0	0	0
Interest	0	0	$\circ$	0	0
Transfer Pricing	0	0	0	0	0
Permanent Establishment	0	0	0	0	0

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Q2.4

To what extent do you think "computation" contributes to the complexity of the regulations listed below?

"Computation" means calculations necessary to prove a regulation's (non-)applicability and/or to determine the specific tax treatment.

	No Extent	Little Extent	Some Extent	Great Extent	Very Great Extent
Capital Gains/Losses	0	0	0	0	0
Corporate Reorganization	0	0	$\circ$	0	0
Depreciation & Amortization	0	0	0	0	0
Investment Incentives	0	0	0	0	0
Statutory Tax Rate	0	0	0	0	0
Loss Offset	0	0	0	0	0
Royalties	0	0	0	0	0
Dividends	0	0	0	0	0
Interest	0	0	0	0	0
Transfer Pricing	0	0	0	0	0
Permanent Establishment	0	0	0	0	0

Q2.5
To what extent do you think "detail" contributes to the complexity of the regulations listed below?

"Detail" means numerous rules, exceptions to rules and/or cross-references to other rules.

	No Extent	Little Extent	Some Extent	Great Extent	Very Great Extent
Capital Gains/Losses	0	0	0	0	0
Corporate Reorganization	0	0	0	0	0
Depreciation & Amortization	$\circ$	0	0	0	0
Investment Incentives	0	0	0	0	0
Statutory Tax Rate	0	0	0	0	0
Loss Offset	0	0	0	0	0
Royalties	0	0	0	0	0
Dividends	0	0	0	0	0
Interest	0	0	0	0	0
Transfer Pricing	0	0	0	0	0
Permanent Establishment	0	0	0	0	0

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Q2.6
To what extent do you think "record keeping" contributes to the complexity of the regulations listed below?

"Record keeping" means records and documents must be kept to substantiate all claims under a regulation and/or to complete the tax return.

	No Extent	Little Extent	Some Extent	Great Extent	Very Great Extent
Capital Gains/Losses	0	0	0	0	0
Corporate Reorganization	$\circ$	0	$\circ$	0	0
Depreciation & Amortization	$\circ$	0	0	0	0
Investment Incentives	$\circ$	0	0	0	0
Statutory Tax Rate	0	0	0	0	0
Loss Offset	0	0	0	0	0
Royalties	$\circ$	0	0	0	0
Dividends	0	0	0	0	0
Interest	$\circ$	0	$\circ$	0	0
Transfer Pricing	0	0	0	0	0
Permanent Establishment	0	0	0	0	0

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Q2.7

To what extent do you think do the drivers listed below on average contribute to the complexity of income tax rules?

	No Extent	Little Extent	Some Extent	Great Extent	Very Great Extent
Ambiguity & Interpretation	0	0	0	0	0
Change	0	0	0	0	0
Computation	0	0	0	0	0
Detail	0	0	0	0	0
Record Keeping	0	0	0	$\circ$	0

**End of Block: Tax Code Complexity** 

**Start of Block: Tax Framework Complexity** 

## Q3.1 Tax framework complexity

"Tax framework complexity" describes the complexity that arises from the legislative and administrative processes and features within a tax system and is measured in five dimensions: guidance, enactment, payment and filing, audits, and objection and appeals.

Does the tax authority provide sufficient documents in order to resolve uncertainties?

Public rulings are published statements describing how a tax authority will apply the tax code in particular situations.

Private rulings are unpublished statements by the tax authority in response to specific requests from taxpayers seeking clarification of how tax law would apply in relation to a proposed or completed transaction.

Oral or written advice in this context is an informal opinion on tax matters that taxpayers can request by contacting the tax authority (e.g., by telephone or email).

	Never	Rarely	Sometimes	Often	Always
Public rulings	0	0	0	0	0
Private rulings	0	0	0	0	0
Oral or written advice	0	0	0	0	0
Q3.2 Are there variou codified in tax la		siness issues a	and/or transactions	whose tax trea	atment is not

O Yes (please mention)

Q3.3	
	t does the existence of international soft law offer support by providing additional dealing with tax law?
	soft law is defined as rules that are neither strictly binding in nature nor completely ignificance, e.g. the OECD guidelines.
O Never	
O Rarely	
O Someti	imes
Often	
O Always	
<b>Q3.4</b> Regarding the	tax legislative process, which of the following aspects regularly cause problems?
(Check all ans	wers that apply)
	Access to enacted tax legislation
	Influence of third parties
	Quality of tax legislation drafting
	Time at which tax legislation becomes effective
	Time between the announcement of tax changes and their enactment
	Time between the announcement of tax changes and their enactment

None of the above

•	y participate in legislative processes in tax law or have you already participated in process, e.g., by preparing drafts or giving opinions?
ONever	
O Rarely	
O Somet	imes
Often	
O Always	3
Q3.6 Regarding the cause problen	payment of corporate income taxes, which of the following aspects regularly ns?
(Check all ans	swers that apply)
	Computing tax payments
	Determining due dates for tax payments
	Refunding overpaid corporate income taxes
	(Electronic) remittance of tax payments
	None of the above

Q3.7 Regarding the cause problem	filing of corporate income tax returns, which of the following aspects regularly as?
(Check all ans	wers that apply)
	Determining due dates for filing tax returns
	Managing the number of tax returns during a year
	Preparing tax returns
	(Electronic) transmission of tax returns
	None of the above
Q3.8 To what extent returns?  No Extended Little Extended Some B	xtent
O Great E	Extent
O Very G	reat Extent

Q3.9 Does the tax a the tax audit p	authority provide sufficient additional documents or guidance that clearly outline process?
O Never	
O Rarely	
O Somet	imes
Often	
O Always	3
Q3.10 Regarding the problem?	anticipation of tax audits, which of the following do you consider a serious
(Check all ans	swers that apply)
	Absence of a regular tax audit cycle
	Late or no notification of the upcoming tax audit
	Little or no disclosure of selection criteria for tax audit targets
	Poor or no communication of topics to be covered by the tax audit
	None of the above

Q3.11 Regarding the	tax audit process	, which of the f	ollowing do you co	nsider a seriou	s problem?
(Check all ans	swers that apply)				
	Inconsistent deci	sions by tax off	icers		
	Ineffectiveness o	f sanctions imp	osed in case of vio	lations	
	Lack of experience	ce or technical	skill of tax officers		
	Offensive or unethical behavior by tax officers				
	None of the a	above			
	authority provide s on/appeal process Never		nal documents or o	guidance that o	clearly outline Always
Objection	0	0	0	0	0
Appeal	0	0	0	0	0

Q3.13
Regarding the treatment of tax objection/appeals, which of the following do you consider a serious problem?

(Check all answers that apply)				
	Objection	Appeal		
Inconsistent decisions				
Influence of third parties				
Lack of (specialized) agents/staff				
Unpredictable completion time				
None of the above				

**Start of Block: General Perception and Perspective on Tax Complexity** 

### Q4.1 General Perception and Perspective on Tax Complexity

How complex do you perceive and expect the "Tax Code" in general:

"Tax code complexity" describes the difficulty of reading, understanding and complying with tax regulations that are affected by five complexity drivers: ambiguity & interpretation, change, computation, detail, and record keeping.

Perception means how you perceive tax complexity in reality.

Expectation means how you want the tax complexity to be in the future.

less complex more complex

0 10 20 30 40 50 60 70 80 90 100

Perception	
Expectation	

### Q4.2 How complex do you perceive and expect the "Tax Framework" in general:

"Tax framework complexity" describes the complexity that arises from the legislative and administrative processes and features within a tax system and is measured in five dimensions: guidance, enactment, payment and filing, audits, and objection and appeals.

Perception means how you perceive tax complexity in reality.

Expectation means how you want the tax complexity to be in the future.

less complex

more complex

0 10 20 30 40 50 60 70 80 90 100

Perception	
Expectation	

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Q4.3
How strongly do you agree with the following statements about tax complexity?

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
Tax complexity has increased over the last 5 years.	0	0	0	0	0
Tax complexity will lead to additional efforts in tax administration in the upcoming years.	0	0	0	0	0
Tax complexity will lead to additional efforts in tax compliance in the upcoming years.	0	0	0	0	0
Tax complexity is increased by growing cross-border economic activities.	0	0	0	0	0
Tax complexity is increased by growing digital business models.	0	0	0	0	0

Q4.4 Does	ax complexity harm your institution?
C	Never
C	Rarely
	Sometimes
C	Often
C	Always
Displa	/ This Question:
	By participating in the survey you confirm the Information on data processing. = I am a Tax Officer
Aı	nd Does tax complexity harm your institution? != Never
<b>Q4.5</b> How o	oes tax complexity harm your institution?
(Chec	k all answers that apply)
	Decline in payment compliance
	Decline in administrative compliance
	Increase in tax administration cost
	More tax risk
	More disputes
	Other (please mention)

#### Display This Question:

If By participating in the survey you confirm the Information on data processing. = I am working for/own a corporate taxpayer

And Does tax complexity harm your institution? != Never

<b>Q4.6</b> How does tax	complexity harm your company?
(Check all ans	swers that apply)
	Increase in tax expense
	Increase in tax compliance cost
	More tax risk
	More disputes
	Other (please mention)
<b>Q4.7</b> Does your ins	titution also benefit from tax complexity?
O Never	
O Rarely	
O Somet	times
Often	
O Always	s

#### Display This Question:

If By participating in the survey you confirm the Information on data processing. = I am a Tax Officer And Does your institution also benefit from tax complexity? != Never

Q4.8 How does yo	ur institution benefit from tax complexity?
(Check all an	swers that apply)
	Enhanced payment compliance
	Enhanced administrative compliance
	Less tax risk
	Fewer disputes
	Other (please mention)

#### Display This Question:

If By participating in the survey you confirm the Information on data processing. = I am working for/own a corporate taxpayer

And Does your institution also benefit from tax complexity? != Never

Q4.9  How does your company benefit from tax complexity?			
(Check all ans	swers that apply)		
	Enhanced payment compliance		
	Enhanced administrative compliance		
	More/better tax planning opportunities		
	Less tax risk		
	Fewer disputes		
	Other (please mention)		
<b>Q4.10</b> What should t	he government do to fight tax complexity?		
(Check all ans	swers that apply)		
	enacting principle-based instead of rule-based regulations		
	enhancing cooperation between the tax authority and taxpayers		
	optimization of the use of information technology		
	other (please mention)		

**End of Block: General Perception and Perspective on Tax Complexity** Start of Block: Demography of the Tax Officer Q5.1 What is your current position? Echelon Officer/Management O Account Representative Tax Objection/Appeal Reviewer O Tax Auditor Other Administrative Staff Other (please mention) Q5.2 What is the main focus of your work? Tax revenue collection O Taxpayers service O Tax disputes Tax regulation Information infrastructure O Public relations O General management Other (please mention)

Q5.3 In which type of office do you work?
O Head Office
O Regional Office
O Large/Special Taxpayers Office
O Medium Taxpayers Tax Office
O Small Taxpayers Tax Office
Other (please mention)
End of Block: Demography of the Tax Officer
Start of Block: Demography of Taxpayers
Q6.1 What is your current position in your company?
O Director/Partner/Principal
O Manager/Senior Staff
O Junior Assistant/Staff
Other (please mention)
Q6.2 By which type of Tax Office is your company administered?
O Large/Special Taxpayers Tax Office
O Medium Taxpayers Tax Office
O Small Taxpayers Tax Office

End of Block: Demography of Taxpayers
Start of Block: General Demography
Q7.1 How long have you been working in taxation?
O 15 years or more
O 10 years or more but fewer than 15 years
O 5 years or more but fewer than 10 years
O Fewer than 5 years
Q7.2 What is your highest educational qualification?
O Doctoral or equivalent level
O Master or equivalent level
O Bachelor or equivalent level
O Diploma III
O Diploma I or II
Other (please mention)

What was your field of education?
O Business and administration
○ Law
O Fiscal Policy
Other (please mention)
Q7.4 Please specify your gender.
O Male
○ Female
O Prefer not to answer
End of Block: General Demography